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# Research Report

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**Vermont Department of Disabilities, Aging &  
Independent Living, Division of Disability &  
Aging Services**

**Vermont Long-Term Care Consumer Survey**

**December 2011**

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# I. Report Summary

## Survey Methodology

A detailed description of the survey methodology is provided in a separate technical document.

### Customer Survey

The Vermont Department of Disabilities, Aging and Independent Living Long-Term Care Services and Programs Customer Survey is based on telephone interviews and mail surveys conducted among current customers receiving services.

The target population for the 2011 VT DAIL Long-Term Care Services and Programs Customer Survey consisted of all residents receiving services. This included those receiving services through:

- Choices for Care - Adult Day Centers
- Choices for Care - Homemaker Services
- Choices for Care - Personal Care Services (consumer directed, surrogate directed and home health agency directed)
- Choices for Care - Flexible Choices
- The Attendant Services Program
- The High Technology Home Care Program
- The Traumatic Brain Injury Program

A random sample of customers was selected within each program to participate in the survey.

The survey used an instrument developed by VT DAIL and Market Decisions in 2010. Many of the items included in the survey included questions that were asked in prior surveys. The 2010 survey instrument added additional questions to those from prior years to address other topic areas and to assess quality and service improvement. In 2011, a new series of questions was added that asked customers dually covered by Medicare and Medicaid about their health care coverage and access to care. The final survey instrument included questions in the following areas:

- Information and Awareness of LTC Programs
- General Ratings of Services Provided by DAIL
- Improvement in Quality of Life
- Quality of Life Measures
- Health Status
- Questions asked of Customers with Dual Coverage Through Medicare and Medicaid
- Case Management
- Program Specific Measures of Quality, Satisfaction, Problems, and Service Improvement
- Home Delivered Meals Program
- Additional Comments

Data collection was conducted between October 10, 2011 and November 21, 2011. A total of 878 customers completed the survey; 815 by telephone and 63 completed mail surveys. Table 1 provides a breakdown of the number of completed surveys by program.

**Table 1. Number of Completed Surveys by VT DAIL Program**

<b>Program</b>	<b>Completed Surveys</b>
Choices for Care - Attendant Services Program	132
Choices for Care - Personal Care Services (consumer, surrogate and health agency directed)	323
Choices for Care - Flexible Choices	57
Choices for Care - Adult Day Centers	193
Choices for Care - Homemaker Services	276
High Technology Home Care Program	16
Traumatic Brain Injury Program	13
Total	878*

*\*Note that a number of customers were enrolled in more than one program.*

The overall survey response rate among customers was 70% (calculated using the standard American Association for Public Opinion Research response rate formula - AAPOR RR3). The respondent cooperation rate was 88% and the respondent refusal rate was 8% among customers. The sampling error associated with results presented in this report for all customers is plus or minus 2.7% at 95% confidence.

The data has been weighted to adjust for non-response and also to match the customer profile based sex, age, area of residence, and long term care program. The weighted data set is designed to provide data that can be generalized to all customers receiving services, to allow statements to be made about all customers as well as for various sub-populations with a known standard error and confidence. The population size reflected in the final data set is the approximate number of customers receiving services, or 2,479 customers

## Summary Statement

The results of survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent or good. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008. Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

### A. Sources of Information and Familiarity with Programs

Customers first heard about long-term care services through a variety of sources. This included family and friends (22% of customers), hospital (17%), and health care providers (13%), among other sources. Seventy percent of customers indicate they have spoken with someone about ways to get needed help with daily activities and 91% were satisfied with the information they were provided.

A majority of customers (71%) indicate they are not at all or not very familiar with the LTC ombudsman program. Forty-six percent are very or somewhat familiar with the Adult Protective Services program.

### B. Overall Ratings of Quality

A summary of overall measures of satisfaction and quality is provided in Table 2 on page 5. Based on the overall measures of quality, a large majority of customers are satisfied with the services they receive and those providing these services. Ninety-five percent of customers rate the value of the services they receive as excellent or good while 93% rate the quality of the help they receive as excellent or good. More than eight in ten (85%) rate as excellent or good their involvement in planning for the services or care they receive and controlling this care. Eighty-five percent rate the timeliness of the services as excellent or good and 90% rate as excellent or good when they receive their services. Overall, 88% rate the degree to which the services meet their needs as excellent or good. Nearly three quarters (73%) strongly agree or agree that they receive all the services they need and want exactly when and how they need and want the services

Customers are also satisfied with those providing these services with 94% rating as excellent or good their reliability, 96% their courtesy, 92% how well people listen to customers' needs and preferences, and 88% rate as excellent or good how well their problems or concerns are taken care of. Ninety-one percent of customers rate the communication with those that are providing services or care as excellent or good.

The services provided to customers are making a significant difference in their lives. Ninety-four percent of customers indicate that the services and care they receive has made their life better. Eighty-one percent of customers indicate it would be difficult for them to remain in their homes if they did not receive these long-term care services provided.

## **C. Case Manager or Support Coordinator**

A summary of satisfaction and quality measures with case managers of support coordinators is provided in Table 3 on page 6. These questions exclude customers receiving services through the Attendant Services Program and Flexible Choices.

Customers rate the quality service they receive from their case manager or support coordinator very positively, believe that their case manager or support coordinator understands their specific situation, and are also satisfied with the amount of involvement they are given by their case manager or support coordinator. Nearly all customers (97%) with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.

Customers believe that their case manager or support coordinator is responsive to their needs with 88% indicating their case manager or support coordinator always or almost always asks what they want and 87% percent indicating that they feel they always or almost always have a part in the planning of their care. Eighty-eight percent also indicate that their case manager or support coordinator always or almost always helps them to understand the different service options that are available. Customers also indicate that their case manager or support coordinator is available to meet their needs; 89% indicate they can always or almost always talk to their case manager or support coordinator when they need to and 88% indicate their case manager or support coordinator always or almost always helps when the customer asks for something. Finally, customers believe that their case manager or support coordinator is helping them to remain independent with 93% indicating their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.

**Table 2. Summary of Overall Ratings of Quality**

	%
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%
How would you rate the timeliness of your services? (% excellent or good)	85%
How would you rate when you receive your services or care? (% excellent or good)	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%
How would you rate the reliability of the people who help you? (% excellent or good)	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	88%
How would you rate the courtesy of those who help you? (% excellent or good)	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	73%
Has the help you received made your life...? (% somewhat or much better)	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	81%



**Table 3. Summary Items Evaluating Case Manager or Support Coordinator**

	<b>%</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	97%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	87%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	93%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	89%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	88%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	88%

## **D. Quality Ratings of Individual Programs**

A summary of items evaluating individual programs and services is provided in Table 4 beginning on page 9.

### **Attendant Services Program**

Customers are highly satisfied with the Attendant Services Program and highly rate the quality of services they receive through the program. Nearly all customers receiving services through the Attendant Services Program (94%) are very or somewhat satisfied with the services they receive and 94% of customers rate the quality of services as excellent or good. Eighty-six percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (97%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-four percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety percent of customers indicate the program always or almost always provides services when and where they are needed.

Only 12% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 31% report problems with payments, 18% that they need more help and hours are cut, 17% cite poor communication, and 13% indicate they need more help or additional time from their caregivers. More than half (57%) of customers that experienced problems during the prior 12 months indicate that the Attendant Services Program worked to resolve their problems.

### **Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)**

Customers receiving services through Personal Care Services are highly satisfied and also highly rate the quality of these services. Nearly all customers (99%) are very or somewhat satisfied with the services they receive and 97% of customers rate the quality of services as excellent or good. Ninety-four percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (98%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-three percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-five percent of customers indicate the program always or almost always provides services when and where they are needed.

A majority of customers agree that they were also able to choose their providers and schedule. Eighty-two percent of customers strongly agree or agree they were able to choose their services while 73% strongly agree or agree they were able to choose the provider of their services. A small majority (59%) strongly agrees or agrees that they were able to select their provider from a variety of providers. Seventy-eight percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs.

A small majority (52%) strongly agrees or agrees that that having more providers would better meet their needs though most (66%) disagree that there are services they need that they cannot get. These include transportation assistance and more in-home healthcare.

Only 11% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 9% indicate problems with communication with caregivers (who is coming and when), 8% indicate that caregivers are unreliable, 8% indicate conflicts with caregivers, 8% mention scheduling problems, 7% indicate the need for improved training, and 6% indicate the need to have back-ups in place in cases where providers are short-staffed. Fifty-three percent of customers that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems.

Nearly half of customers (46%) indicate it would be helpful or very helpful to add new Personal Care Services providers and 47% of customers strongly agree or agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed. Less than four in ten customers (37%) strongly agree or agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive and 40% strongly agree or agree that adding new providers of Personal Care Services would improve the quality of the services they receive. The comments offered by respondents about adding new providers are the need for more choice and control of care, access to more providers, and their satisfaction with their current provider, among others.

**Table 4. Summary of Items Evaluating Individual Programs and Services**

	<b>Attendant Services Program</b>	<b>Personal Care Services (Consumer, Surrogate, Home Health Agency Directed</b>	<b>Flexible Choices - Personal Care Services</b>	<b>Homemaker services</b>
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	94%	99%	94%	93%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	94%	97%	91%	90%
The services I receive from the ____ meet my needs. (% always or almost always)	86%	94%	87%	89%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	97%	98%	93%	96%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	84%	93%	85%	91%
The ____ provides services to me when and where I need them. (% always or almost always)	90%	95%	91%	88%
Have you experienced any problems with the ____ during the past 12 months? (% No)	88%	89%	85%	83%
I was able to choose my ____ Services. (% strongly agree and agree)	NA	82%	85%	60%
I was able to choose the provider of my ____ Services. (% strongly agree and agree)	NA	73%	81%	39%
I was able to choose the scheduling of ____ Services that meets my needs. (% strongly agree and agree)	NA	78%	92%	65%
I was able to select my ____ Services provider from a variety of providers. (% strongly agree and agree)	NA	59%	65%	28%
Having more providers who offer ____ Services would allow me to better meet my needs. (% strongly agree and agree)	NA	52%	50%	43%
There are ____Services that I need that I cannot get. (% strongly disagree and disagree)	NA	66%	69%	61%

\*NA – not asked of customers receiving this service

**Table 4. Summary of Items Evaluating Individual Programs and Services  
(Continued)**

	<b>Adult Day Center</b>	<b>High Technology Program</b>	<b>Traumatic Brain Injury Program</b>
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	97%	100%	84%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	95%	100%	100%
The services I receive from the ____ meet my needs. (% always or almost always)	92%	100%	69%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	97%	100%	100%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	90%	91%	62%
The ____ provides services to me when and where I need them. (% always or almost always)	95%	100%	77%
Have you experienced any problems with the ____ during the past 12 months? (% No)	94%	69%	62%

## Flexible Choices

Customers receiving services through Flexible Choices are also highly satisfied and highly rate the quality of these services. Ninety-four percent of customers are very or somewhat satisfied with the services they receive while 91% of customers rate the quality of services as excellent or good. Eighty-seven percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (93%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-five percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-one percent of customers indicate the program always or almost always provides services when and where they are needed.

Eighty-five percent of customers strongly agree or agree they were able to choose their services while 81% strongly agree or agree they were able to choose the provider of their services. Nearly two-thirds (65%) strongly agree or agree that they were able to select their provider from a variety of providers. Ninety-two percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs.

Fifty percent strongly agree or agree that having more providers would better meet their needs though most (69%) disagree that there are services they need that they cannot get. These include that they needed more help in general, that providers were short-staffed, or that they needed access to more providers

Only 15% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 25% indicate the need for better screening of caregivers, 18% indicate they need more help or additional time from caregivers, 14% suspect theft of items, 13% indicate they did not qualify for needed services, 13% indicate the need for improved communication on scheduling of caregivers, 12% indicate that new caregivers need more training, and 10% indicate there is inconsistency in showing up. Only 22% of customers that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems

More than half (55%) indicate it would be helpful or very helpful to add new Flexible Choices providers and 53% of customers strongly agree or agree that adding new providers of Flexible Choices would improve their ability to have services when and where needed. Less than four in ten customers (37%) strongly agree or agree that adding new providers of Flexible Choices would improve the cost effectiveness of the services they receive and 43% strongly agree or agree that adding new providers of Flexible Choices would improve the quality of the services they receive. The comments offered by respondents about adding new providers include the need for access to more providers, more choice and control of care, and their satisfaction with their current provider.

## Homemaker Services

Customers are highly satisfied with the Homemaker Services they receive and highly rate the quality of the services. Nearly all customers receiving Homemaker Services (93%) are very or somewhat satisfied with the services they receive and 90% of customers rate the quality of services as excellent or good. Eighty-nine percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (96%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-one percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Eighty-eight percent of customers indicate the program always or almost always provides services when and where they are needed.

Sixty percent of customers strongly agree or agree they were able to choose their services though only 39% strongly agree or agree they were able to choose the provider of their services. Less than three in ten (28%) strongly agree or agree that they were able to select their provider from a variety of providers. Sixty-five percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs.

Only 43% strongly agrees or agrees that that having more providers would better meet their needs though most (61%) disagree that there are services they need that they cannot get. These include that the customer would prefer more care – household chores, assistance with bigger tasks or chores at home, transportation assistance, and assistance with bathing and grooming.

Seventeen percent of customers report they have experienced problems during the past 12 months. Among those receiving services through Homemaker Services, 17% report they have experienced problems during the past 12 months, down from 28% in 2010. Among those experiencing problems, 24% indicate the providers are understaffed, 19% mention scheduling problems or switch staff, and 12% indicate conflicts with caregivers, among others. Sixty-two percent of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems.

Fifty-seven percent of customers indicate it would be helpful or very helpful to add new Homemaker Services providers and 56% of customers strongly agree or agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed. Less than four in ten customers (38%) strongly agree or agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive and 47% strongly agree or agree that adding new providers of Homemaker Services would improve the quality of the services they receive. The comments offered by respondents about adding new providers include the need for access to more providers, their satisfaction with their current provider, the need for more training of new caregivers, that there is too much switching of employees, and that it would not be helpful to add new providers, among others.

## **Adult Day Centers**

Customers are very satisfied with the Adult Day Center they attend and value the quality of the services provided at the center. Nearly all customers attending Adult Day Centers (97%) are very or somewhat satisfied with the services they receive and 95% of customers rate the quality of services as excellent or good. Ninety-two percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (97%) report their caregivers always or almost always treat them with respect and courtesy. Ninety percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-five percent of customers indicate the program always or almost always provides services when and where they are needed.

Among those attending an Adult Day Center, only 6% report they have experienced problems during the past 12 months. Among those experiencing problems, 28% mention the lack of activities and 20% indicate the need for more courtesy and respect. Other problems include the need for more frequent bathroom trips (19%), poor communication (19%), limited travel time (9%), the need for more help or time (9%), and transportation assistance (9%), among others. Forty-eight percent of customers that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems.

## **High Technology Home Care Program**

Respondents are highly satisfied with the services they receive through the High Technology Home Care Program and the quality of services they receive through the program. One hundred percent of respondents receiving services through the High Technology Home Care Program are very or somewhat satisfied with the services they receive and 100% of respondents rate the quality of services as excellent or good. One hundred percent of respondents indicate that the services they receive always or almost always meet their needs.

One hundred percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Ninety-one percent of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. One hundred percent of respondents indicate the program always or almost always provides services when and where they are needed.

Among respondents receiving services through the High Technology Home Care Program, 31% report they have experienced problems during the past 12 months.



## **Traumatic Brain Injury Program**

Respondents are highly satisfied with the services they receive through the Traumatic Brain Injury Program. Eighty-four percent of respondents receiving services through the Traumatic Brain Injury Program are very or somewhat satisfied with the services they receive and 100% of respondents rate the quality of services as excellent or good. A smaller percentage of respondents (69%) indicate that the services they receive always or almost always meet their needs.

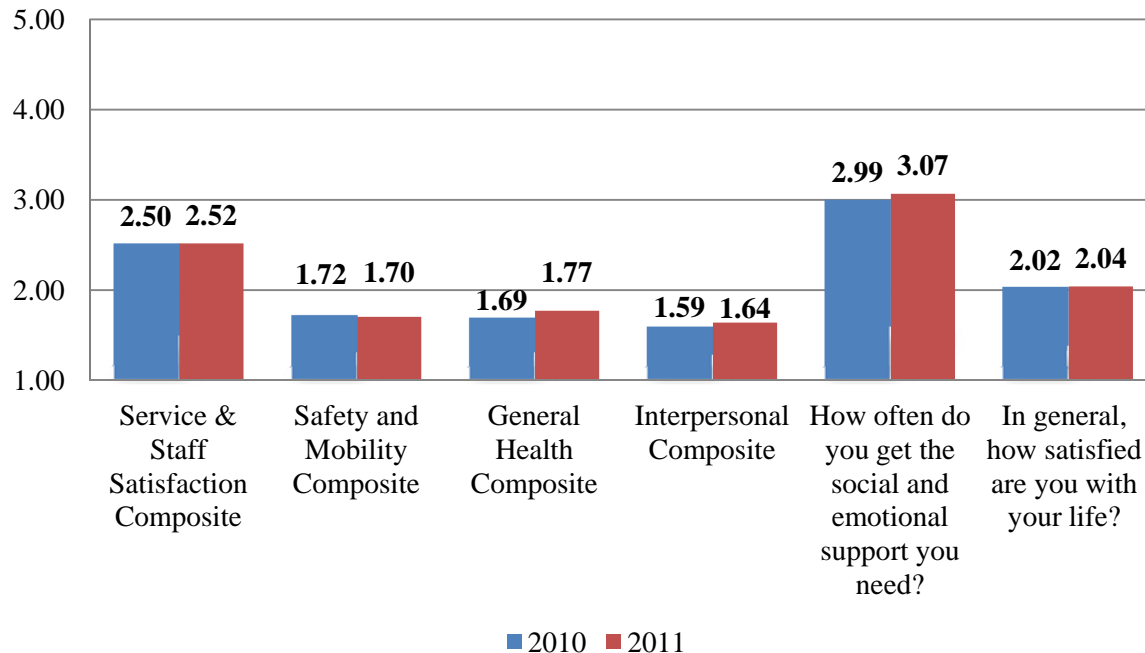
One hundred percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Only 62% of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Finally, 77% of respondents indicate the program always or almost always provides services when and where they are needed.

Among respondents receiving services through the Traumatic Brain Injury Program, 38% report they have experienced problems during the past 12 months.

## **E. Quality of Life and Satisfaction Scale Measures**

In addition to analyses on individual survey questions, several composite variables were developed to evaluate quality of life (QoL). These composite variables include Interpersonal QoL, Safety and Mobility QoL, and Health QoL. Interpersonal QoL is comprised of individual questions on the respondent's social support network, Safety and Mobility QoL measures a respondent's ability to go where they want to go in and outside their home, and Health QoL assesses a respondent's perceived health. A fourth composite variable was also developed for DAIL customers assessing satisfaction with services and staff. Two single item measures were also examined which measured overall life satisfaction and social support. In all cases, higher scores indicate better QoL or higher satisfaction.

**Figure 1**  
**QoL Comparisons Between 2010 and 2011 Vermont DAIL**  
**Customers**



As can be seen in Figure 1, there has been very little change on quality of life indices among DAIL customers between 2010 and 2011.

Table 5 displays composite and overall scores by various programs. Several significant differences were found on quality of life indices between the various programs. Customers in the Traumatic Brain Injury Program rated their health better compared to all other customers, except those in the High Technology Home Care Program, while customers in the High Technology Home Care Program had higher health scores compared to those receiving Attendant Services.

Customers in the High Technology Home Care Program rate their interpersonal quality of life better than those receiving Homemaker or Attendant Services.

Customers who receive Homemaker Services do not feel they get the emotional or social support they need compared to customers in the High Technology Home Care Program, Adult Day Center, Personal Care Services, or Flexible Choices Programs.

A correlation analysis was run on the quality of life measures and the length of time (in months) a client has been signed up to receive services and the length of time they have been actually receiving services to test whether those with a recent disability have lower perceived quality of life. There is no evidence that the amount of time one has been receiving services, as a proxy for

a recent disability, is related to perceived quality of life. Table 6 displays the correlations between the Quality of Life measures and length of service.

**Table 5. QoL and Satisfaction Comparisons Between DAIL Customers in Different Programs**

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Inter-personal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
Traumatic Brian Injury Program	2.58	1.77	2.42	1.71	3.17	2.31
High Technology Home Care Program	2.51	1.86	2.13	1.79	3.59	2.07
Adult Day Center	2.54	1.74	1.85	1.69	3.22	2.00
Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)	2.58	1.76	1.58	1.65	3.26	2.03
Flexible Choices	2.55	1.70	1.76	1.68	3.17	2.05
Homemaker Services	2.45	1.68	1.75	1.57	2.83	2.03
Attendant Services Program	2.57	1.73	1.57	1.61	3.10	2.00

**Table 6. Correlations**

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Interpersonal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
<b>Number of months since signing up for services</b>	.010	-.055	.012	-.041	-.065	-.031
<b>Number of months since receiving first services</b>	.009	-.029	-.018	-.037	.026	.002

## F. Quality and Service Improvement

The results of the Vermont Department of Disabilities, Aging and Independent Living (VT DAIL) Long-Term Care Services and Programs Customer Survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008 and is even trending upward since 2010.

Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

Some of the key positive highlights include

- Nearly all of your customers (95%) rate the services they receive through VT DAIL programs as excellent or good, comparable to 2010.
- Nearly all of your customers (95%) rate the services they receive through VT DAIL programs as excellent or good, up slightly from 92% in 2010
- Nearly all of your customers (95%) rate the quality of the services they receive through the various programs as excellent or good, up from 90% in 2010.
- While not significant differences, on 16 of 20 measures of overall quality and assessments of their case manager, the percentage rating VT DAIL highly has increased
- The percentage of customers reporting problems has decreased slightly since 2010; with approximately 19% of customers reporting problems.
- The two programs that generally had the lowest scores in 2010 (High Technology Home Care and Traumatic Brain Injury) saw an increase (though not significantly) on a number of program specific measures; for the High Technology Home Care Program there was an increase in score on 6 measures and a decline in one measure. For the Traumatic Brain Injury Program there was an increase in three measures and a decline in one measure.
- Quality of service, while mentioned, is not as big of concern among customers in 2011 as it was 2010. In 2011, 11% mention that they had concerns with caregivers – being unresponsive, rude, not doing a good job. This compares to 16% in 2010.

As with any quality assurance process, the survey did identify some areas of concern or focus for quality improvement. The survey results also show the concerns expressed by some customers about the lack of resources experienced by the VT DAIL in providing services and the shortage of caregivers to provide these services. The results do suggest that there are some areas on which VT DAIL can focus to improve customer satisfaction:

- While nearly 20% of customers indicate that they have experienced problems with VT DAIL programs or the services provided during the past 12 months, approximately 55% of those with problems indicate that VT DAIL worked to resolve the problem. This is down somewhat from the 62% in 2010 indicating that VT DAIL worked to resolve their problems.
- While based on small sample size, the satisfaction and quality measures were consistently lowest among those receiving services through the Traumatic Brain Injury Program. However, these scores have shown improvement since 2010.
- The measures that generally have the lowest scores are those that focus the access to services and availability of providers. A new series of questions was added in 2010 to assess access to and availability of providers (all but one question asked just of those receiving Homemaker and Personal Care Services). This would seem to suggest the need for additional staff and providers to meet the perceived needs of customers. The results to these questions are supported by verbatim comments provided by all customers; two of the most commonly mentioned topics were the need for more help or additional services and the need for more providers or staff. These comments suggest that this is a concern that is not solely limited to Personal Care Services and Homemaker Services.
- There are a number of demographic groups of customers identified in this survey where satisfaction with the services or ratings of quality are rated lower than customers overall. While not significantly different, they do suggest these should be groups of focus. They primarily represent those that are younger and those living in the more rural parts of the state.
- The most commonly mentioned issues in respondent verbatim feedback relate to the availability of providers or the need for providers. Twenty-five percent of customers mention the need for additional help or more services through VT DAIL or that they need more time from their caregivers. Another 14% mention the need for more providers and caregivers.
- Look at those demographic groups that have a higher percentage reporting experiencing problems and work to resolve any issues or concerns they may have. The two main problems that customers mention are communications issues and scheduling problems. For Flexible Choices and Adult Day Center customers, less than half of those with problems indicate that VT DAIL worked to resolve their problems.

## **G. Quality Ratings of Home Delivered Meals Program**

Respondents to the Long Term Care Customer Survey were asked if, in addition to other long term care services, whether they also currently receive meals through the Home Delivered Meals Program. Of the 878 respondents, 172 indicated that they also receive services through the Home Delivered Meals Program.

There is a high level of satisfaction with the Home Delivered Meals Program with 86% of customers indicating they are very or somewhat satisfied with the program. Eighty-seven percent of customers rate the service they receive as good or excellent.

A large majority also express satisfaction with the food they receive. Sixty-seven percent of customers indicate that the food they receive through the Home Delivered Meals Program always or almost always tastes good and 68% indicate that the food always or almost always looks good. Eighty-one percent of customers indicate that the meals provided always or almost always provide a variety of foods. Seventy-seven percent of customers believe that the food offered always or almost always meets their specific dietary needs. Finally, 82% of customers always or almost always eat the meals that are delivered.

A large majority also rate the delivery of the food highly. Eighty-four percent indicate that the meals are always or almost always delivered on time. Eighty-three percent indicate that when delivered, the hot food is always or almost always hot and 84% indicate that the cold food is always or almost always cold.

Customers also see the benefits of the Home Delivered Meals Program; 87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially while 86% of customers indicate the program has helped them a lot or somewhat to improve the nutritional value of the food they eat.

Only 12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those experiencing problems, 27% indicate that the quality of the food is sub-par and 25% indicate delivery problems. Other problems include that the delivery schedule is difficult (19%), that the food is not appetizing (17%), the need for more variety in food choices (14%), and food preparation issues (11%), among others. Thirty percent of customers that experienced problems during the prior 12 months indicate that the Home Delivered Meals Program worked to resolve their problems.

## **H. Dual Coverage**

Most customers receiving care through the Vermont Department of Disabilities, Aging & Independent Living, Division of Disability & Aging Services have health insurance coverage through both the National Medicare program and the state Medicaid program. Of the 878 respondents, 692 have dual coverage through these two programs. These respondents were asked a series of questions about quality of their health insurance and access to care.

Fifty-five percent of customers with dual coverage through Medicare and Medicaid rate the range of services covered by their health insurance as excellent or very good and 54% rate the quality of care available under their health insurance as excellent or very good.

Sixty-three percent of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for premiums is reasonable, 68% strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable, and 85% strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.

While two-thirds of customers with dual coverage through Medicare and Medicaid did not defer needed health care during the prior 12 months, 15% did not get needed dentures or eyeglasses,

13% did not get needed dental care, and 9% did not get needed medical care. The main reasons for deferring care include trouble getting an appointment, trouble finding a doctor, issues with insurance coverage, and the cost of the care. Nine percent of customers with dual coverage through Medicare and Medicaid indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.

Five percent of customers with dual coverage through Medicare and Medicaid indicate there were times they delayed getting care because they could not find a doctor or other health care provider. Another 14% indicate there were times during the prior 12 months that had problems paying for medical bills.

Finally, if customers had more flexibility in using Medicaid and Medicare funding, customers would want better coverage for dental and vision services, coverage for hearing aids, dentures, and eyeglasses, and coverage for home modifications.

## II. Detailed Findings

### Presentation of Survey Results

This report provides a summary of the results for the customer. The detailed findings section is divided into sections based on the survey questionnaires. Most sections discuss the views, ratings and satisfaction with the services received from VT DAIL. Other sections focus on health status, quality of life measures, and questions asked of those with health insurance coverage through Medicare and Medicaid (dual coverage)

The detailed findings section presents the results in graphical or tabular form along with a narrative description. In the charts and tables, the percentages referenced will always be the percent of responses among all respondents. Based on the section, this will be all customers or customers that are receiving services through a specific program.

Comparative Analysis was conducted among both customers and residents to identify groups whose scores differed significantly from their respective population. This analysis relied on 95% confidence intervals to determine if a given score was significantly different. The 95% confidence interval provides the range in which the “true” percentage from the total population of customers would fall. Based on these intervals, we are 95% confident that the actual percentage would fall within the specified range of values.

This analysis largely determined that there were no significant differences, especially among customers. Among customers, this reflects the high level of satisfaction and the view that the services provided are of high quality among the various groups to which VT DAIL provides services.

### Data Compendium

A separate data compendium is provided separately from this report. This data compendium provides detailed tables of responses to all survey questions for all customers and residents. The data compendium also provides tabulated results for a number of customer groups.



## **A. Sources of Information and Familiarity with Services**

### **Key Findings**

- **The largest percentage of customers first learned about long-term care services from family or friends (22%), a hospital (17%), or a doctor or other health care provider (13%).**
- **Seven in ten (70%) customers indicate that they had spoken with someone about ways to get needed help with daily activities.**
- **Among those that spoke with someone about ways to get help with daily activities, 91% were very or somewhat satisfied with the information they were given.**
- **A majority of customers (71%) are not very or not at all familiar with the LTC ombudsman program.**
- **Slightly less than half of customers (46%) are very or somewhat familiar with the Adult Protective Services program.**

**The largest percentage of customers first learned about long-term care services from family or friends (22%), a hospital (17%), or a doctor or other health care provider (13%).**

**How did you first learn about the long-term care services you receive?**

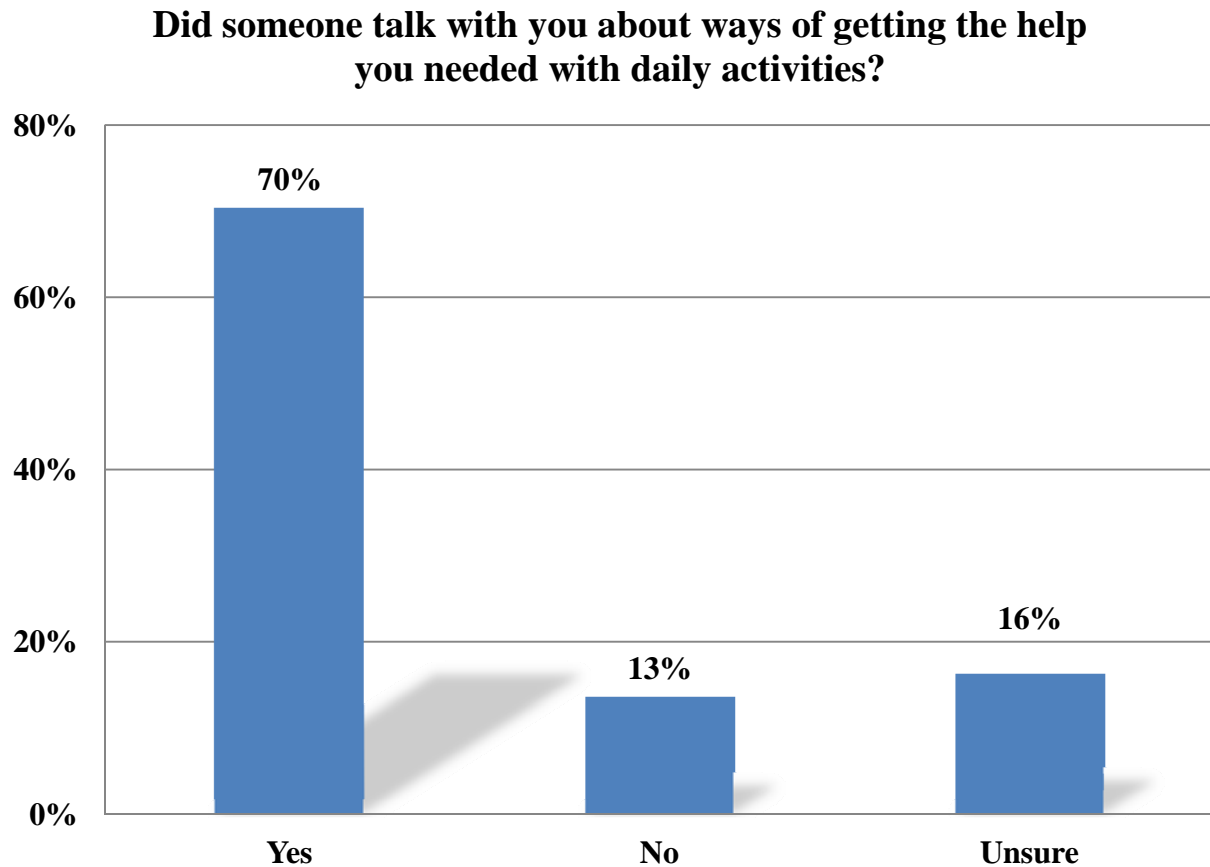
<b>Category</b>	<b>%</b>
Person, friend, family, word of mouth, other children	22%
Hospital	17%
Doctor, nurse, health care provider	13%
Dept of Disabilities, Aging and Independent Living	9%
Division of Aging and Disability Services	9%
Agency of Human Services	5%
Social services	4%
Visiting nurses, VNA	4%
Area Agency on Aging, Council on Aging, NGO	2%
Home health	2%
Community groups, advocacy groups, church	2%
Division of Vocational Rehabilitation	2%
TV, radio, newspaper advertisement	1%
Assistance department, assistance office	1%
Case manager; social worker	1%
Nursing home	1%
Welfare office, social welfare	1%
Day care, senior center	1%
Government office - general	1%
Other	1%
Unsure	12%
Total	100%

**Comments:**

Among all customers, 22% report they first learned about the long-term care services they receive from a family member or friend. Another 17% first learned about these services from a hospital while 13% learned about long-term care services from a doctor or other health care provider. These were also the most frequently mentioned categories in 2010 with 22%, 12%, and 10% respectively.

Other sources of information about long-term care services include the Department of Disabilities, Aging and Independent Living (9%), The Division of Aging and Disability Services (9%), Agency of Human Services (5%), social services (4%), and visiting nurses/VNA (4%), among others.

**Seven in ten (70%) customers indicate that they had spoken with someone about ways to get needed help with daily activities.**



**Comments:**

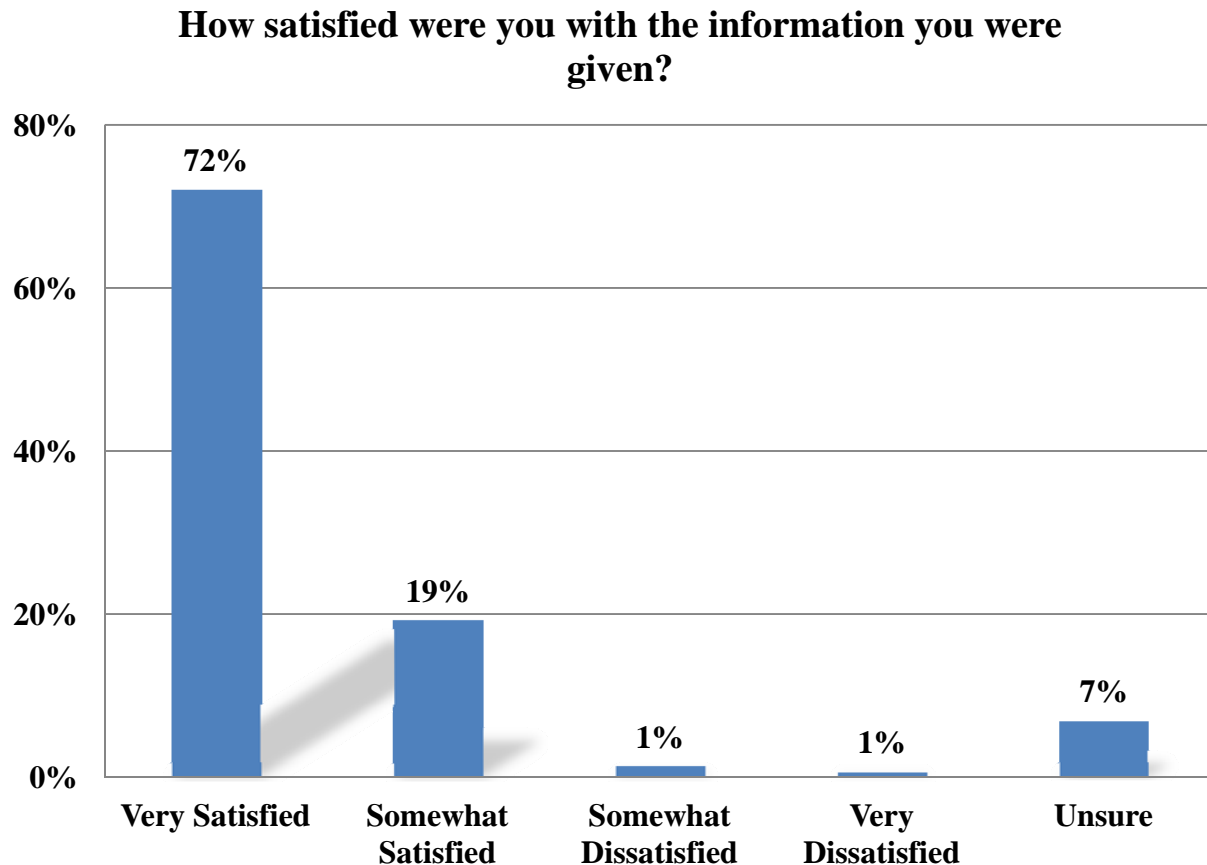
Seventy percent of customers indicate that they had spoken with someone about ways to get needed help with daily activities. This is comparable to the 72% of customers in 2010 that indicated they had spoken with someone about ways to get needed help with daily activities. Thirteen percent of customers indicate they had not spoken with someone and 16% were unsure if they had spoken with someone about ways to get needed help with daily activities.

Among those that spoke with someone, the largest percentage (38%) spoke with specific people that they knew. Ten percent spoke with someone at the Area Agency on Aging, Council on Aging, or NGO, 8% with visiting nurses/VNA, 7% spoke with a doctor or other health care provider, 6% spoke with their case manager, and 6% spoke with a home health provider about ways to get needed help with daily activities, among other responses.

**Who spoke with you?**  
 (% among respondents indicating someone had spoken with them about ways to get needed help with daily activities)

<b>Category</b>	<b>%</b>
Specific name - no affiliation	38%
Area Agency on Aging, Council on Aging, NGO	10%
Visiting nurses, VNA	8%
Doctor, nurse, health care provider	7%
Case manager; social worker	6%
Home health	6%
Person, friend, family, word of mouth, other children	4%
Social worker	3%
Hospital	2%
Dept of Disabilities, Aging and Independent Living	2%
Day care, senior center	1%
Division of Aging and Disability Services	1%
Community groups, advocacy groups, church	1%
Other	1%
Unsure	16%
Total	100%

**Among those that spoke with someone about ways to get help with daily activities, 91% were very or somewhat satisfied with the information they were given.**



**Comments:**

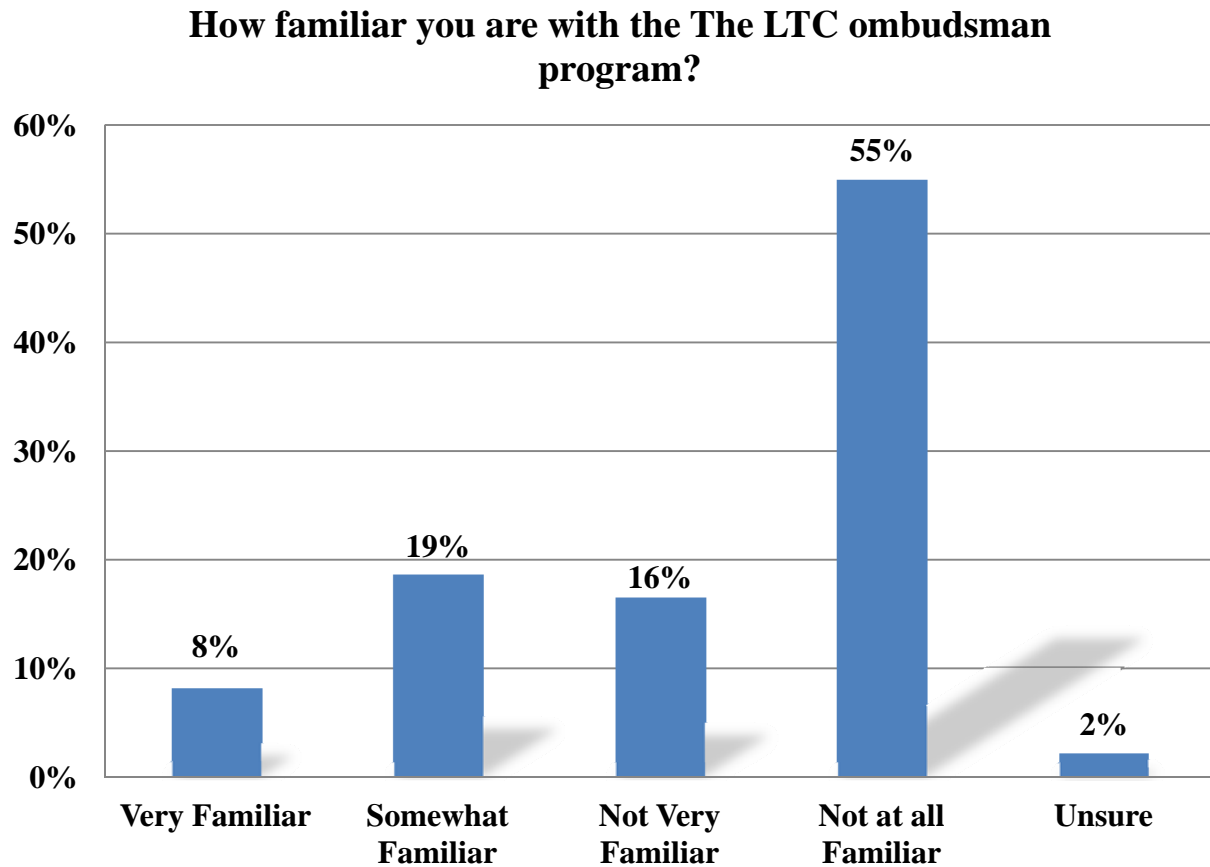
Among those that spoke with someone about ways to get help with daily activities, 72% indicate they were very satisfied with the information they were given. This is up slightly from the 67% that were very satisfied in 2010. Another 19% indicate they were somewhat satisfied with the information they were given. Only 2% of those that spoke with someone about ways to get help with daily activities indicate they were dissatisfied with the information provided.

Among this small percentage of customers that were dissatisfied with the information they were given, 17% mention poor communication, 15% indicate they did not receive assistance, 15% needed more information, 10% indicate they had to do much of the research themselves, and 10% found the process too confusing or overwhelming, among other responses.

**Why were you dissatisfied with the information you were given?**  
**(% among customers indicating they were dissatisfied with the information they were given**  
**about ways to get help with daily activities)**

Category	%
Poor communication	17%
Did not receive needed assistance	15%
Need more information, communication	15%
Had to do a lot of research myself	10%
Process is confusing, too much information, overwhelming	10%
Did not qualify for needed services	8%
Keep cutting hours, need more help	6%
No follow-through, get run around	3%
Lack of contact, communication with case worker	3%
Caregivers unresponsive to needs	3%
Not enough information given to take best advantage of available services	2%
Other	21%
Unsure	15%
Total	100%

**A majority of customers (71%) are not very or not at all familiar with the LTC ombudsman program.**

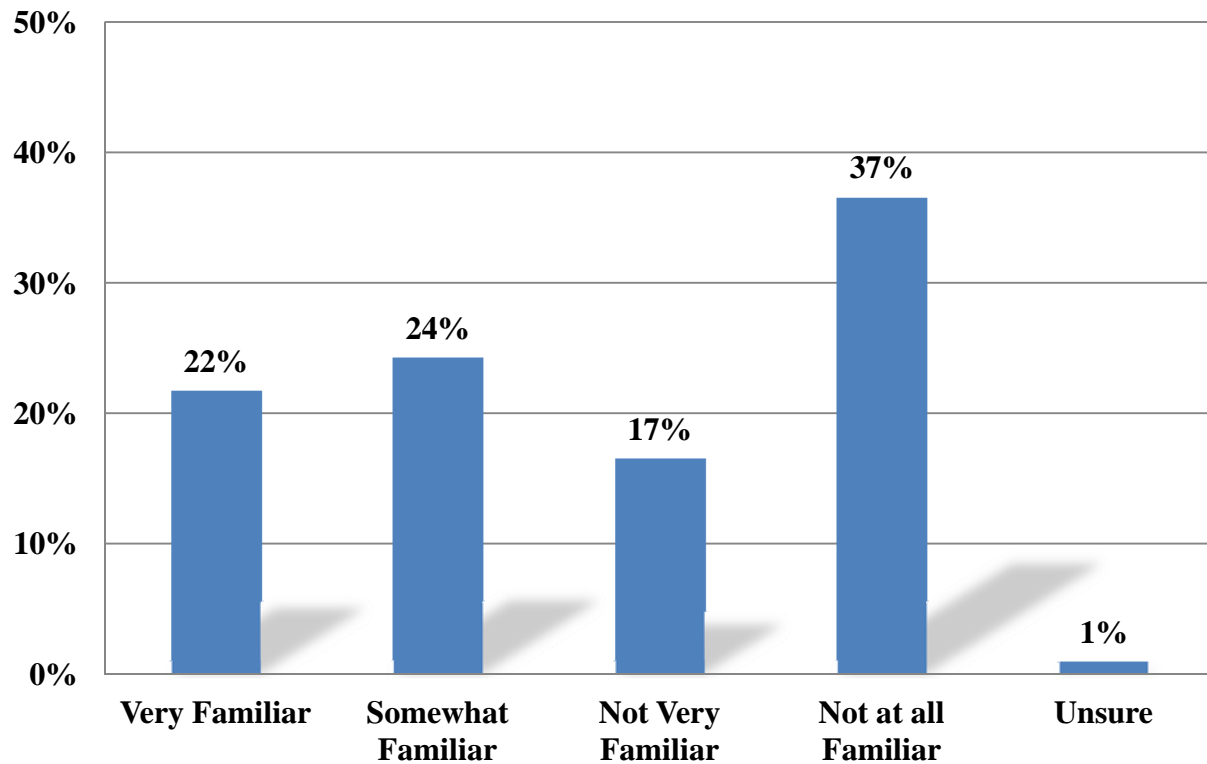


**Comments:**

Only 8% of customers indicate they are very familiar with the LTC ombudsman program while 19% of customers indicate they are somewhat familiar. The percent of customers very or somewhat familiar with the LTC ombudsman program has declined to 27% from 34% in 2010. Sixteen percent of customers indicate they are not very familiar with the LTC ombudsman program. More than half (55%) indicate they are not at all familiar with the LTC ombudsman program, an increase from 46% in 2010.

**Slightly less than half of customers (46%) are very or somewhat familiar with the Adult Protective Services program.**

**How familiar you are with the Adult Protective Services program?**



**Comments:**

Among all customers, 22% indicate they are very familiar with the Adult Protective Services program and another 24% are somewhat familiar with this program. The percentage of customers that are very or somewhat familiar with the Adult Protective Services Program has declined to 46% from 51% in 2010. Seventeen percent of customers indicate they are not very familiar with the Adult Protective Services program and 37% are not at all familiar. The percentage of customers that are not at all familiar with the Adult Protective Services Program has increased from 30% in 2010.



## **B. Overall Ratings of Quality**

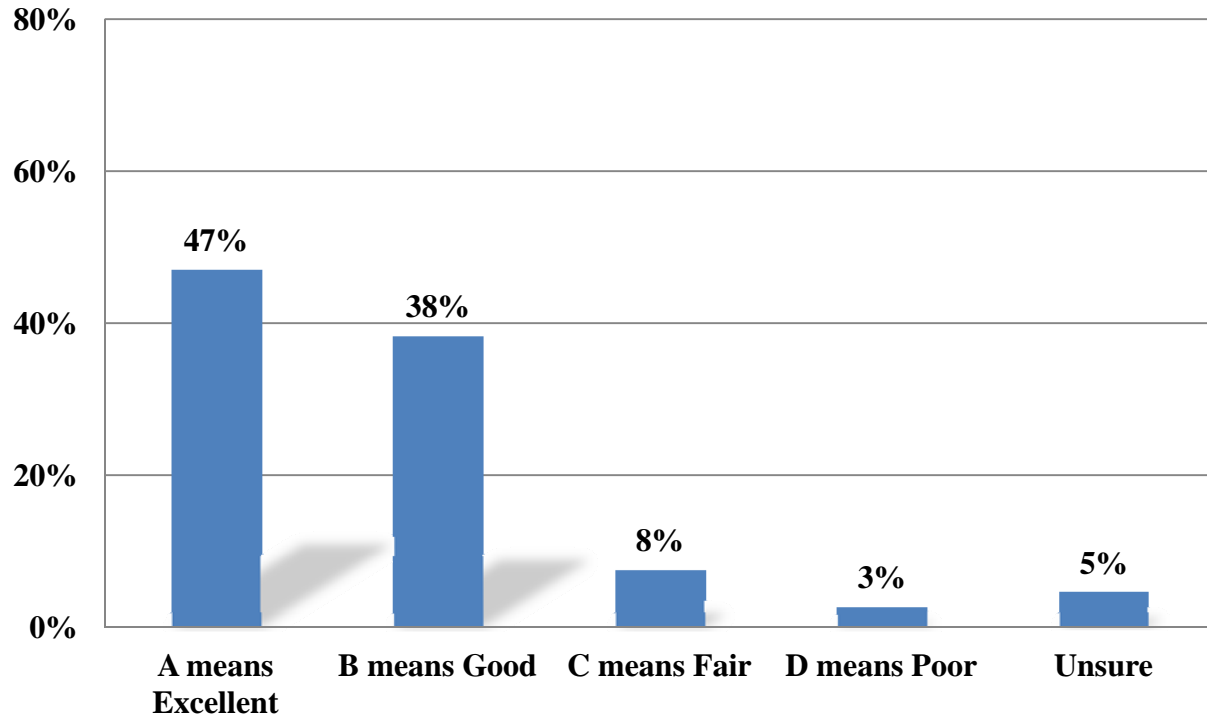
### **Key Findings**

- **85% of customers rate the amount of choice and control they had in planning the services or care they receive as excellent or good.**
- **More than nine in ten customers (93%) rate the quality of help they receive as excellent or good.**
- **85% of customers rate the timeliness of services as excellent or good.**
- **Nine in ten customers (90%) rate when they receive their services or care as excellent or good.**
- **More than nine in ten customers (91%) rate the communication with the people that help them as excellent or good.**
- **More than nine in ten customers (94%) rate the reliability of the people who help them as excellent or good.**
- **Nearly nine in ten customers (88%) rate the degree to which the services meet their daily needs as excellent or good.**
- **88% of customers rate how well their problems or concerns are taken care of as excellent or good.**
- **Nearly all customers (96%) rate the courtesy of those that help them as excellent or good.**
- **More than nine in ten customers (92%) rate how well people listen to their needs and preferences as excellent or good.**
- **95% of customers rate the value of the services they receive as excellent or good, overall.**
- **Nearly three-quarters of customers (73%) agree that they receive all the services they need and want when and how they need and want services.**
- **37% of customers indicate there could be improvement to the services offered.**
- **27% of customers indicate that if they had complete control, their service plan would look different.**

- **More than nine in ten customers (94%) indicate the help they receive has made their life better.**
- **More than eight in ten respondents (81%) indicate it would be difficult or very difficult to stay in their home if they did not receive services.**

**85% of customers rate the amount of choice and control they had in planning the services or care they receive as excellent or good.**

**How would you rate the amount of choice and control you had when you planned the services or care you would receive?**



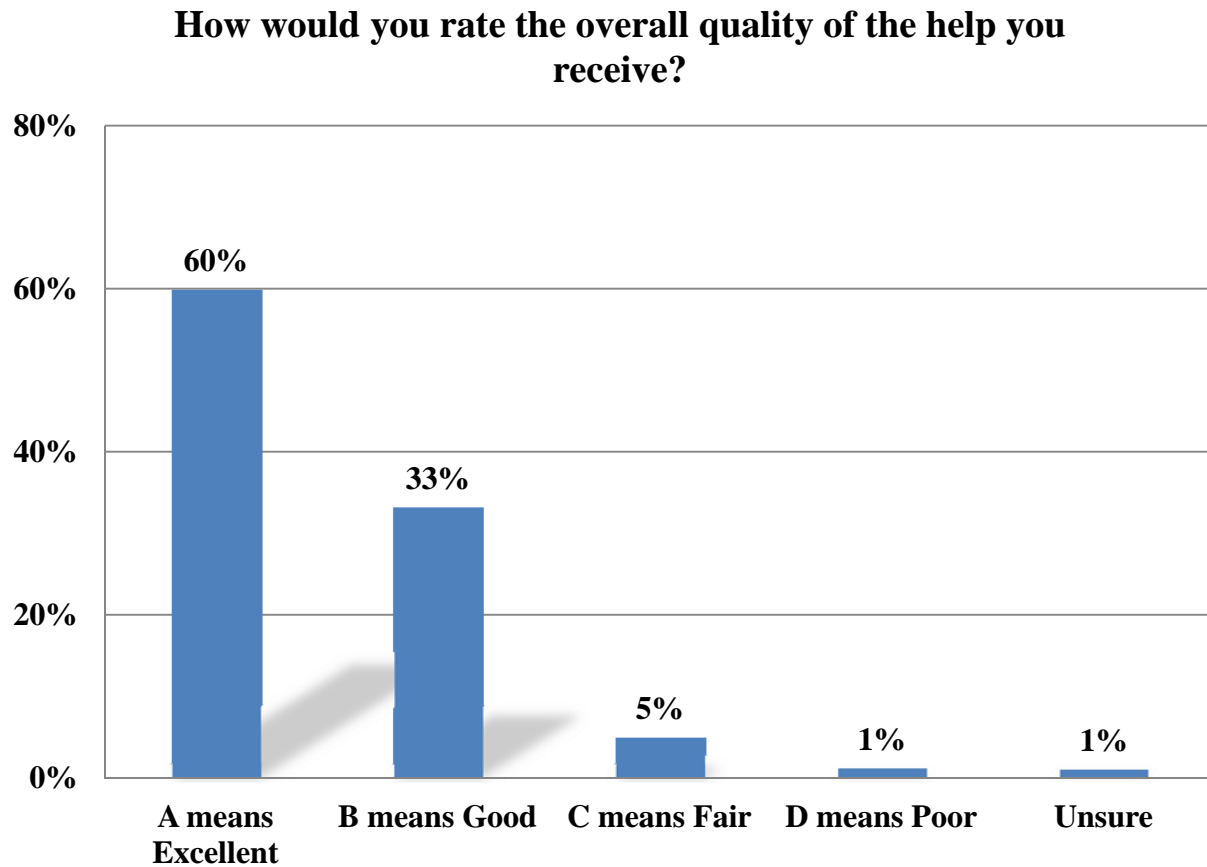
**Comments:**

Forty-seven percent of customers rate the amount of choice and control they had in planning the services or care they receive as excellent while 38% rate the amount of choice and control they had as good. Eight percent of customers rate the amount of choice and control they had as fair and only 3% rate the amount of choice and control they had in planning the services or care they receive as poor. Five percent of customers indicate they are unsure.

By Year:

- In 2008, 85% rated as excellent or good.
- In 2009, 85% rated as excellent or good.
- In 2010, 81% rated as excellent or good.

**More than nine in ten customers (93%) rate the quality of help they receive as excellent or good.**



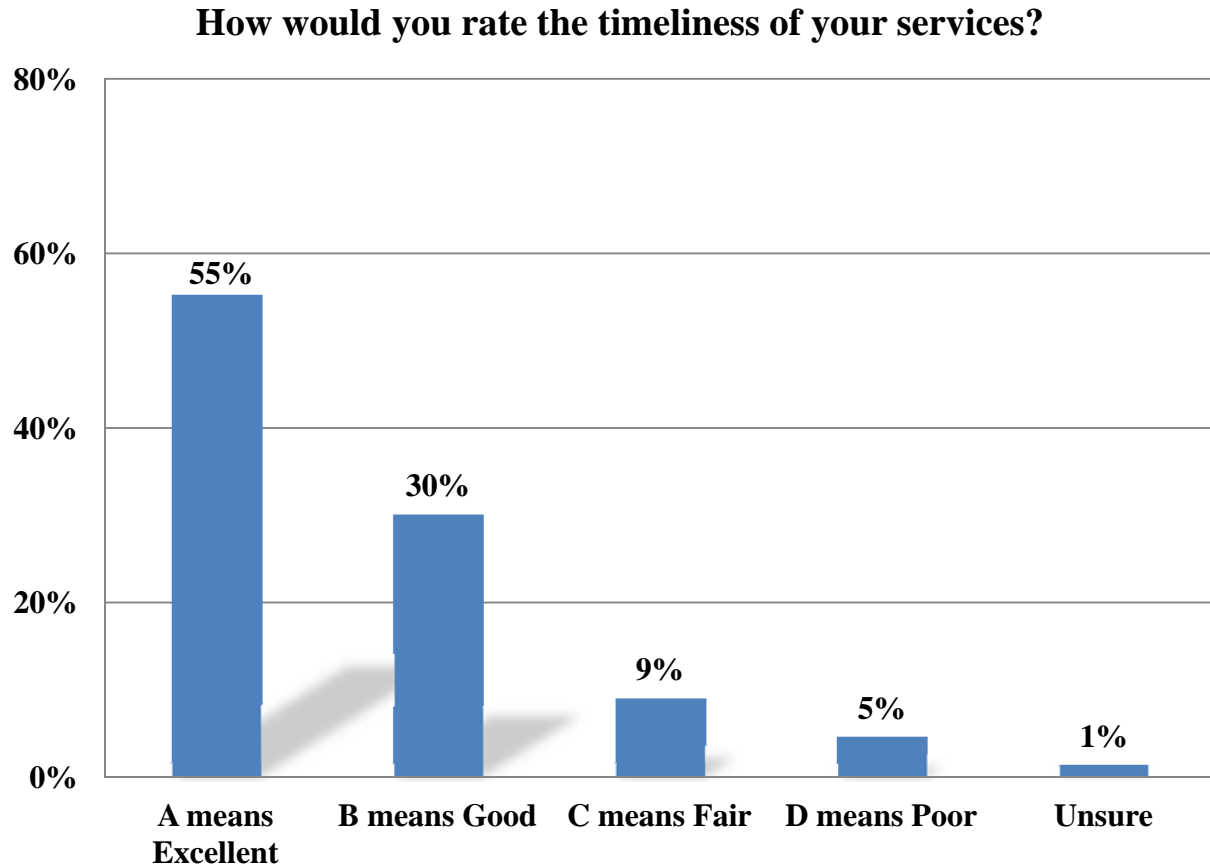
**Comments:**

Sixty percent of customers rate the quality of help they receive as excellent while 33% indicate the quality of help they receive is good. Five percent of customers rate the quality of help they receive as fair and only 1% rates the quality of help they receive as poor.

**By Year:**

- In 2008, 91% rated as excellent or good.
- In 2009, 91% rated as excellent or good.
- In 2010, 89% rated as excellent or good.

**85% of customers rate the timeliness of services as excellent or good.**



**Comments:**

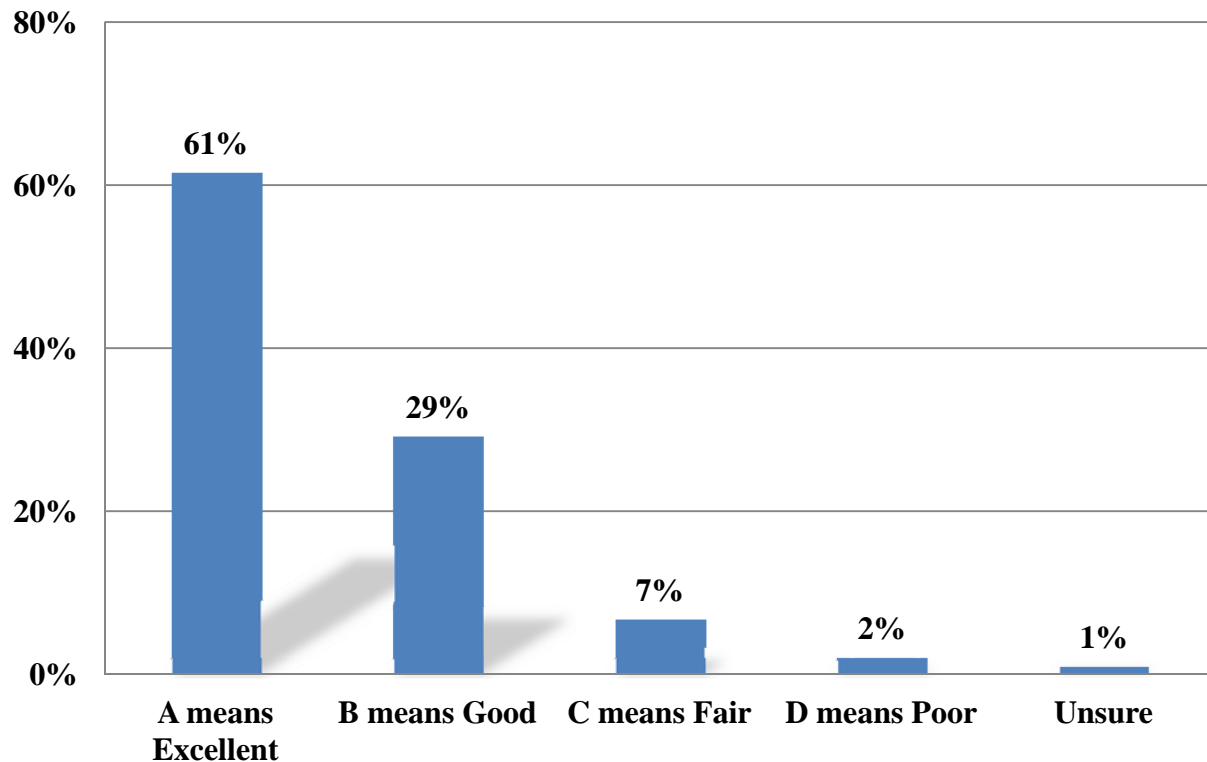
Fifty-five percent of customers rate the timeliness of services as excellent while 30% indicate the timeliness of services is good. Nine percent of customers rate the timeliness of services as fair and only 5% rate the timeliness of services as poor.

By Year:

- In 2008, 85% rated as excellent or good.
- In 2009, 84% rated as excellent or good.
- In 2010, 84% rated as excellent or good.

**Nine in ten customers (90%) rate when they receive their services or care as excellent or good.**

**How would you rate when you receive your services or care?**



**Comments:**

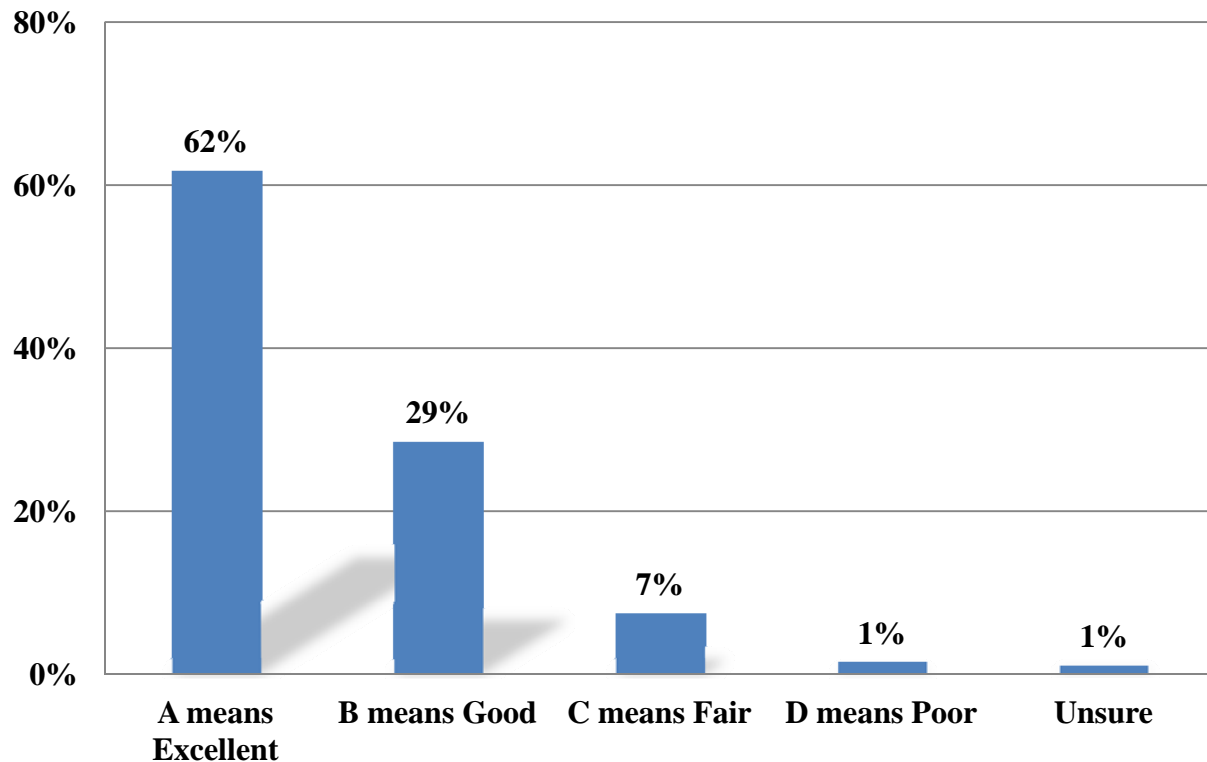
Sixty-one percent of customers rate when they receive their services or care as excellent while 29% rate when they receive their services or care as good. Seven percent of customers rate when they receive their services or care as fair and only 2% rate when they receive their services or care as poor.

By Year:

- In 2008, 88% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 88% rated as excellent or good.

**More than nine in ten customers (91%) rate the communication with the people that help them as excellent or good.**

**How would you rate the communication between you and the people who help you?**



**Comments:**

Sixty-two percent of customers rate the communication between themselves and the people who help them as excellent while 29% indicate that the communication with the people helping them is good. Seven percent of customers rate the communication as fair and only 1% rate the communication between themselves and the people who help them as poor.

By Year:

- In 2008, 90% rated as excellent or good.
- In 2009, 91% rated as excellent or good.
- In 2010, 90% rated as excellent or good.

**More than nine in ten customers (94%) rate the reliability of the people who help them as excellent or good.**

**How would you rate the reliability of the people who help you?**



**Comments:**

Sixty-seven percent of customers rate the reliability of the people who help them as excellent while 27% indicate the reliability is good. Three percent of customers rate this reliability as fair and only 1% rates the reliability of the people who help them as poor.

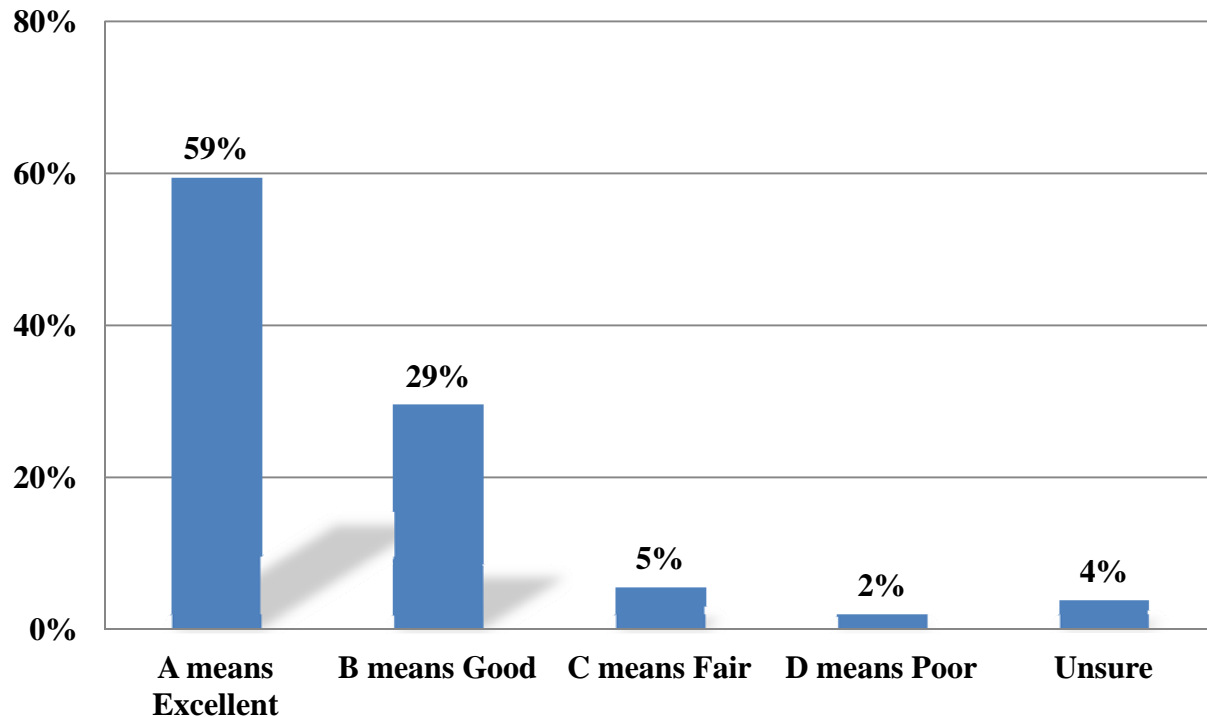
By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 90% rated as excellent or good.



**Nearly nine in ten customers (88%) rate the degree to which the services meet their daily needs as excellent or good.**

**How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?**



**Comments:**

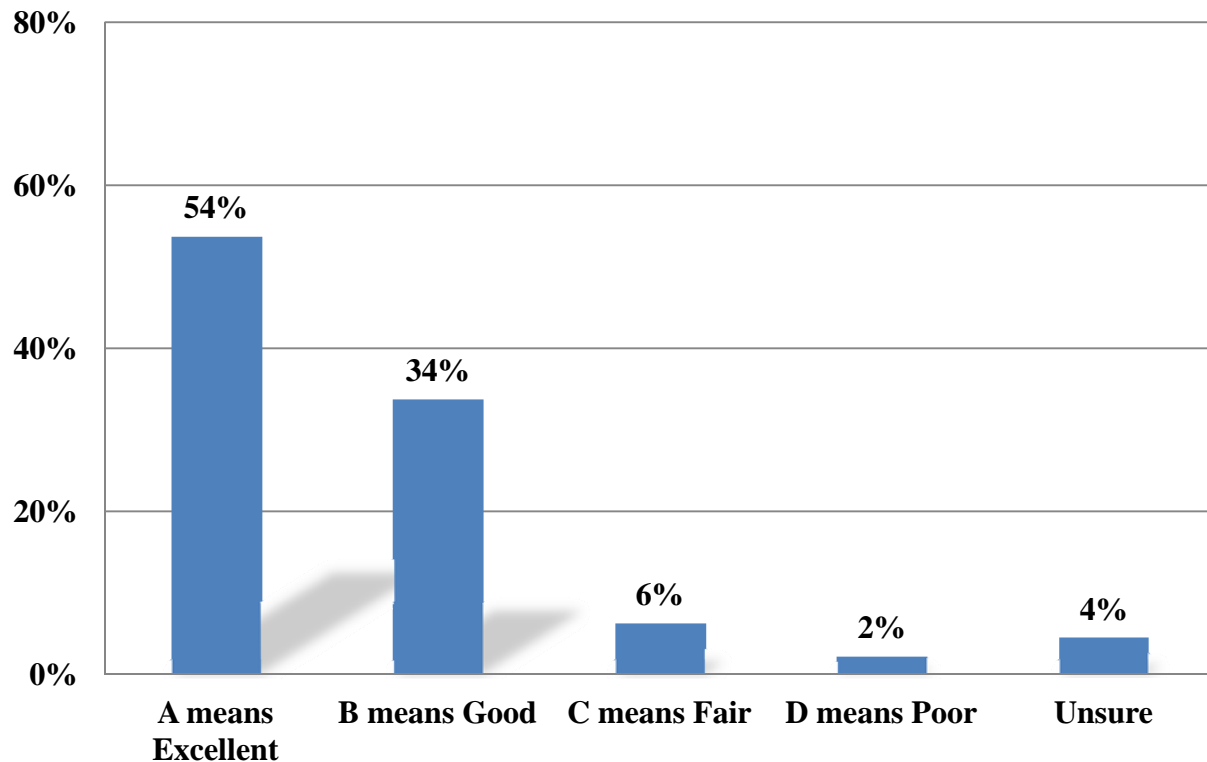
Fifty-nine percent of customers rate the degree to which the services provided meet their daily needs as excellent while 29% rate the degree to which these services meet their needs as good. Five percent of customers rate the degree to which services meet their needs as fair and only 2% rate the degree to which the services provided meet their daily needs as poor. Four percent of customers indicate they are unsure.

**By Year:**

- In 2008, 87% rated as excellent or good.
- In 2009, 87% rated as excellent or good.
- In 2010, 88% rated as excellent or good.

**88% of customers rate how well their problems or concerns are taken care of as excellent or good.**

**How would you rate how well problems or concerns you have with your care are taken care of?**



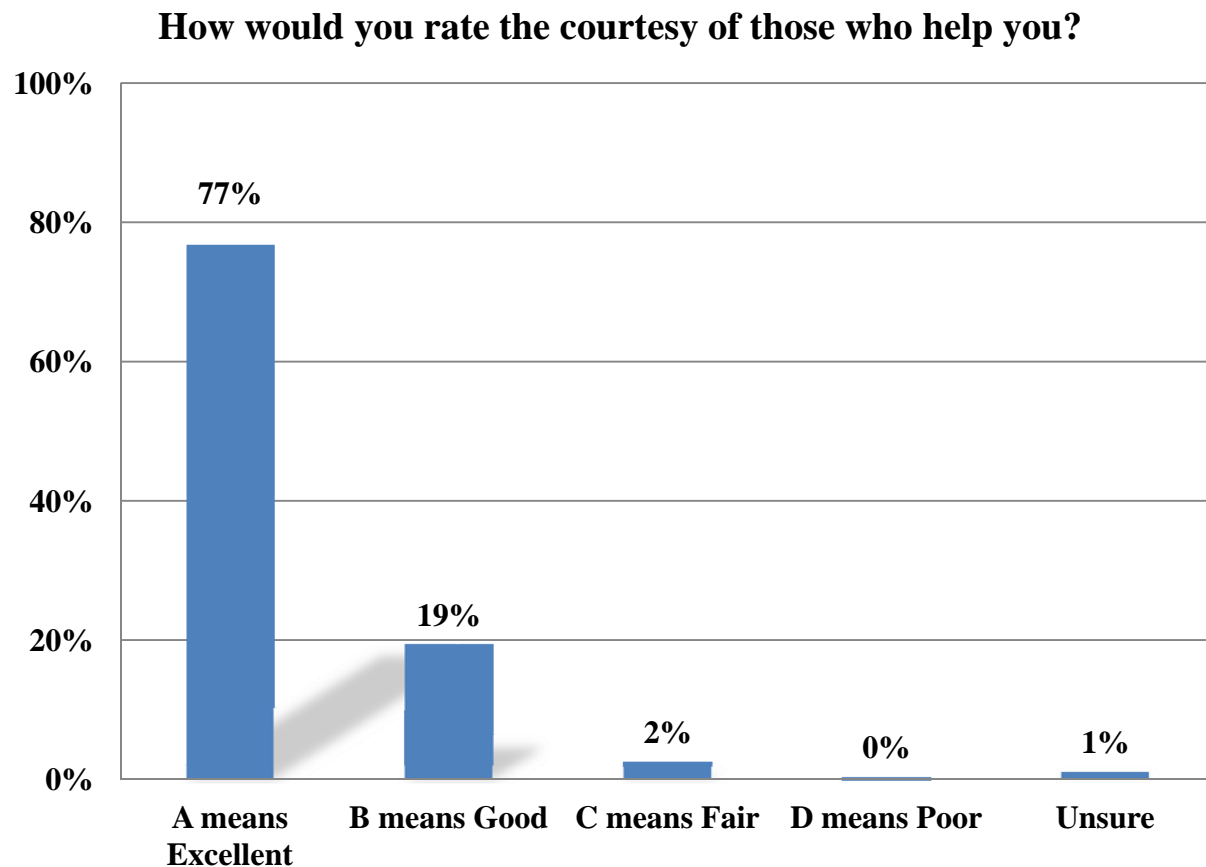
**Comments:**

Fifty-four percent of customers rate how well problems or concerns are taken care of as excellent while 34% rate taking care of these problems or concerns as good. Six percent of customers rate addressing problems or concerns as fair and only 2% rate how well problems or concerns are take care of as poor. Four percent of customers indicate they are unsure.

By Year:

- In 2008, 84% rated as excellent or good.
- In 2009, 85% rated as excellent or good.
- In 2010, 86% rated as excellent or good.

**Nearly all customers (96%) rate the courtesy of those that help them as excellent or good**



**Comments:**

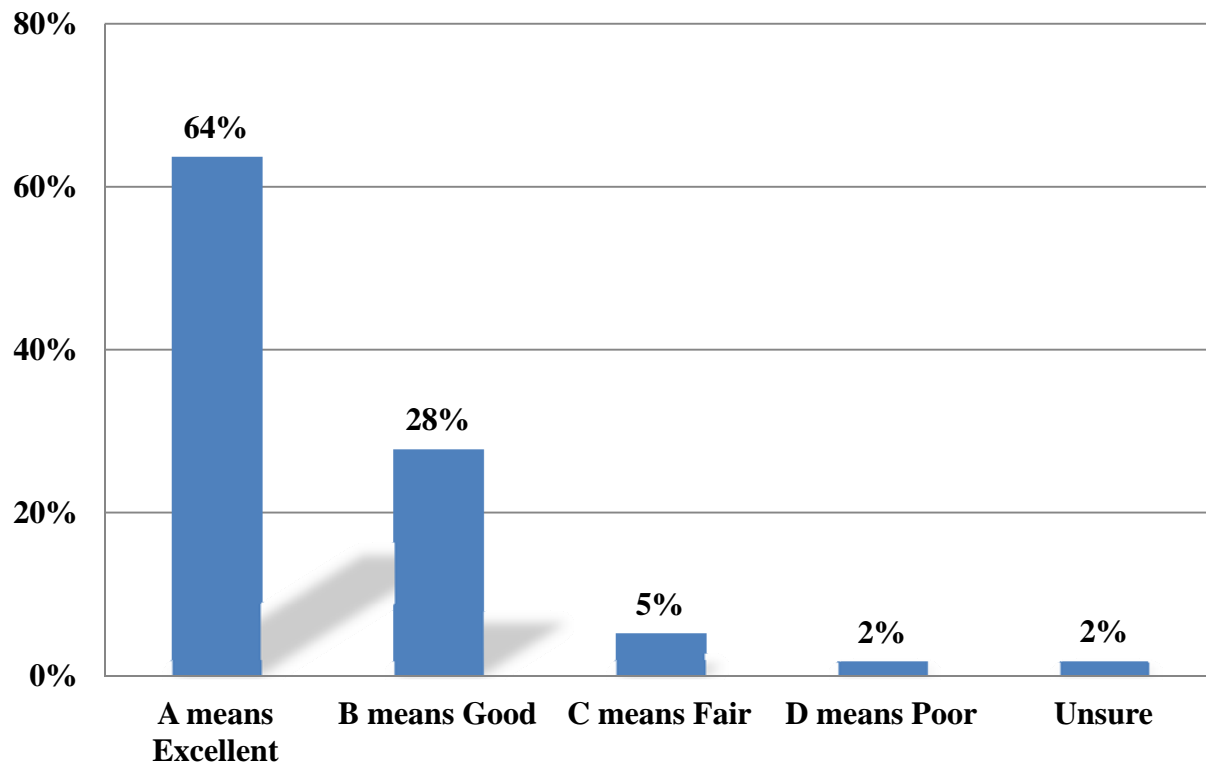
Seventy-seven percent of customers rate the courtesy of the people who help them as excellent while 19% indicate their courtesy is good. Only 2% of customers rate this courtesy as fair.

**By Year:**

- In 2008, 96% rated as excellent or good.
- In 2009, 94% rated as excellent or good.
- In 2010, 96% rated as excellent or good.

**More than nine in ten customers (92%) rate how well people listen to their needs and preferences as excellent or good.**

**How would you rate how well people listen to your needs and preferences?**



**Comments:**

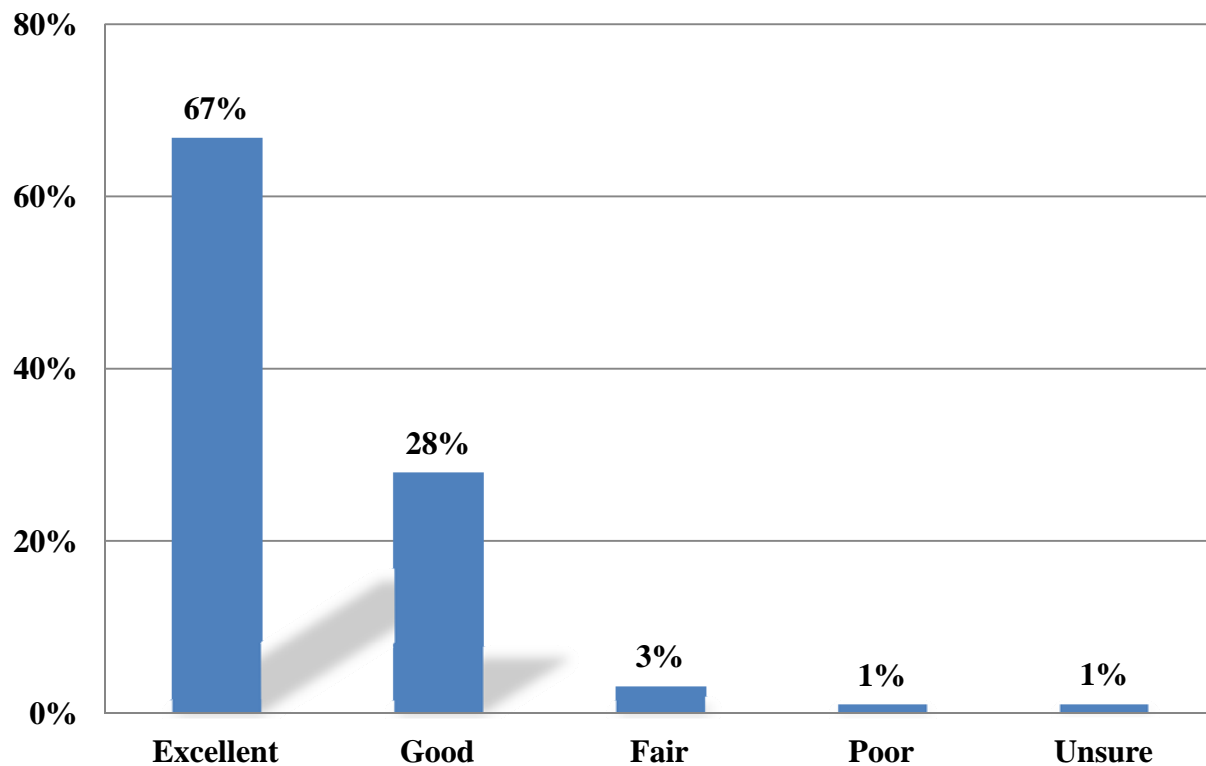
Sixty-four percent of customers rate how well people listen to their needs and preferences as excellent while 28% rate how well people listen as good. Five percent of customers rate how well people listen as fair and only 2% rate how well people listen to their needs and preferences as poor.

By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 91% rated as excellent or good.

**95% of customers rate the value of the services they receive as excellent or good, overall.**

**Overall, how do you rate the value of the services you receive?**



**Comments:**

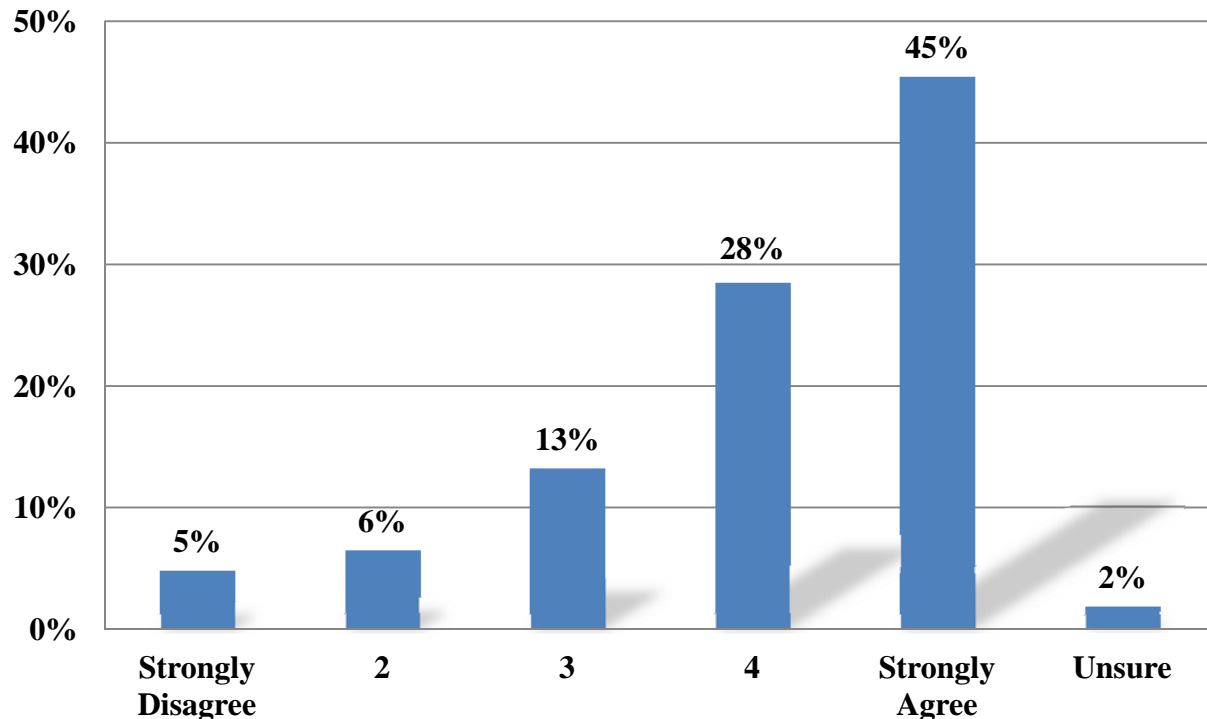
Sixty-seven percent of customers rate the value of the services they receive as excellent overall while 28% rate the value of the services they receive as good. Only 3% of customers rate the value of services as fair and only 1% rates the value of the services they receive as poor overall.

**By Year:**

- In 2010, 92% rated as excellent or good.

**Nearly three-quarters of customers(73%) agree that they receive all the services they need and want when and how they need and want services.**

**How strongly you agree or disagree with the following statement: I receive all the services I need and want exactly when and how I need and want the services.**



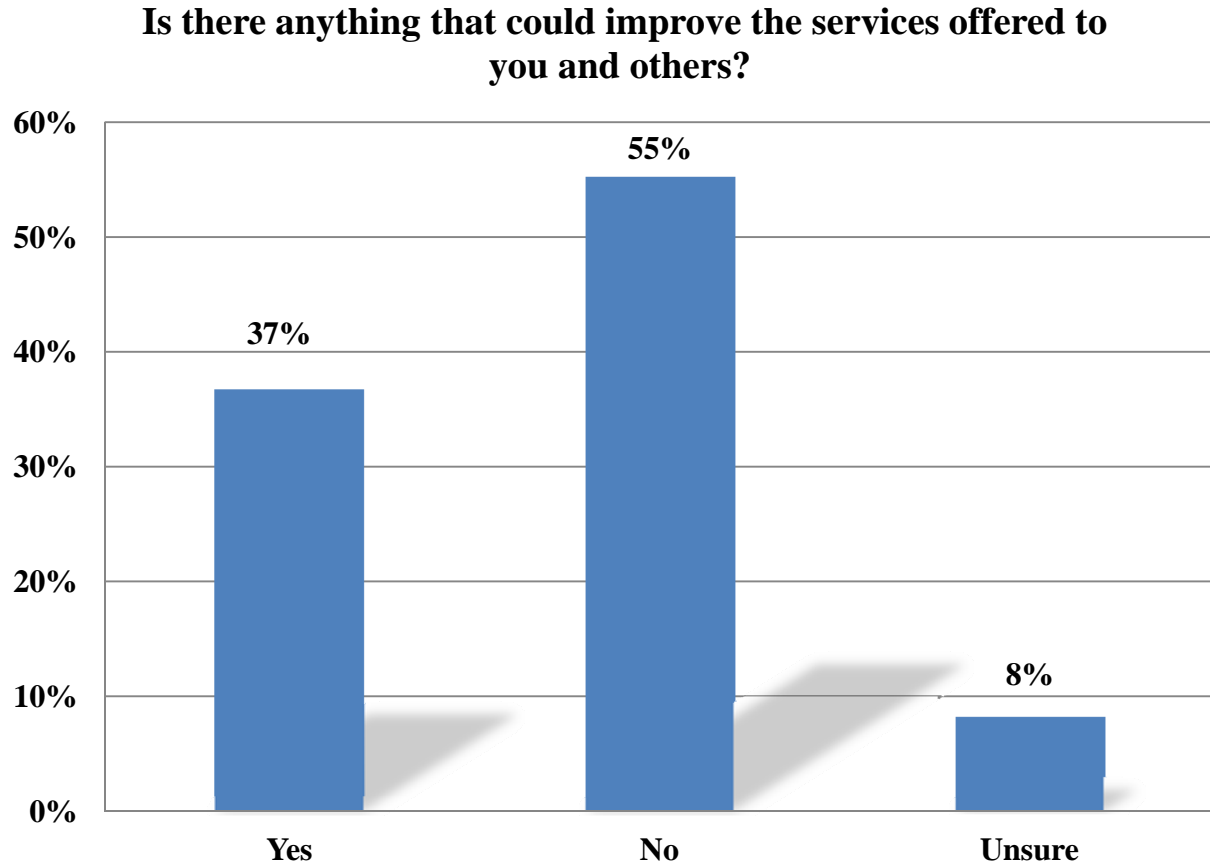
**Comments:**

Customers were asked how strongly they agreed with the following:

- I receive all the services I need and want exactly when and how I need and want the services.

Overall, 45% of customers strongly agree (rating as a 5 on a five-point scale) and 28% agree (rating as a 4). Thirteen percent of customers neither agree nor disagree with the statement (rating as a 3). Eleven percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale).

**37% of customers indicate there could be improvement to the services offered.**



**Comments:**

Thirty-seven percent of customers indicate there could be improvements to the services offered to customers. Fifty-five percent of customers indicate that there isn't anything that could improve the services while 8% are unsure.

Among all customers, the most frequently mentioned improvements are that they need more help or more time with caregivers (6% of all customers), better communication with caregivers (3%), improvements to resolve scheduling problems or switching employees (2%), better scheduling or planning in general (2%), and better pay for caregivers (2%), among others.

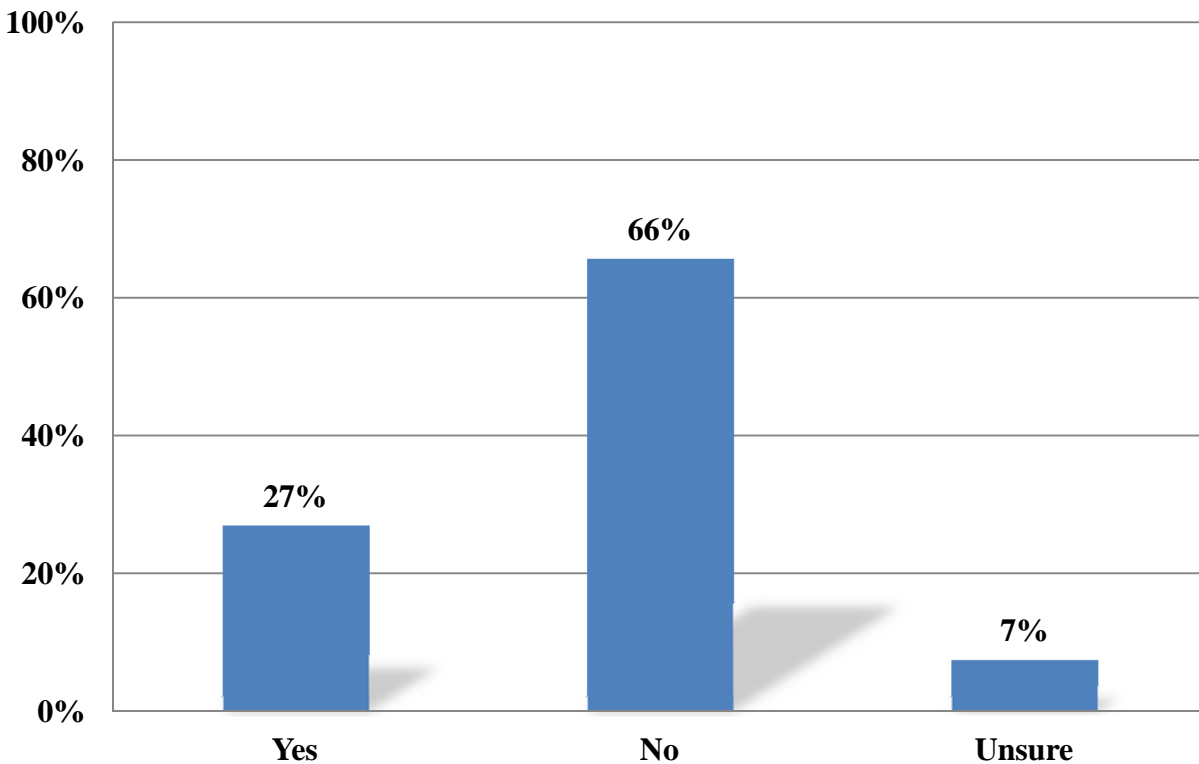
**Is there anything that could improve the services offered to you and others?  
(What could be improved - % among all customers)**

<b>Category</b>	<b>%</b>
Need more help, more time	6%
Request more communication with caregivers	3%
Scheduling problems, switching employees	2%
Request better scheduling, planning	2%
Caregivers not paid enough, need benefits	2%
Transportation assistance	1%
Prefer more care - household chores	1%
Prefer more care - in-home healthcare	1%
Understaffed	1%
New caregivers need more training	1%
Disorganized; services inconsistent	1%
Would like more time for running errands	1%
Poor communication	1%
Prefer more care - overnight care	1%
Prefer more care - assistance with rehabilitation	1%
Caregivers unresponsive to needs	1%
More choice and control of care	1%
Too much switching of employees	1%
More flexible services	1%
Transportation	1%
Better screening of caregivers	1%
Access to more providers	1%
Good when they show up, inconsistent attendance	1%
Would like to go to store myself; choose stores	1%
Not enough information given to take best advantage of available services	1%
Slow to return calls	1%
Poor professional skills; rudeness, gossiping, cell phone use	1%
Nothing	55%
Unsure	9%
Total	100%



**27% of customers indicate that if they had complete control, their service plan would look different.**

**If you had complete choice, control and flexibility, would your service plan look different?**



**Comments:**

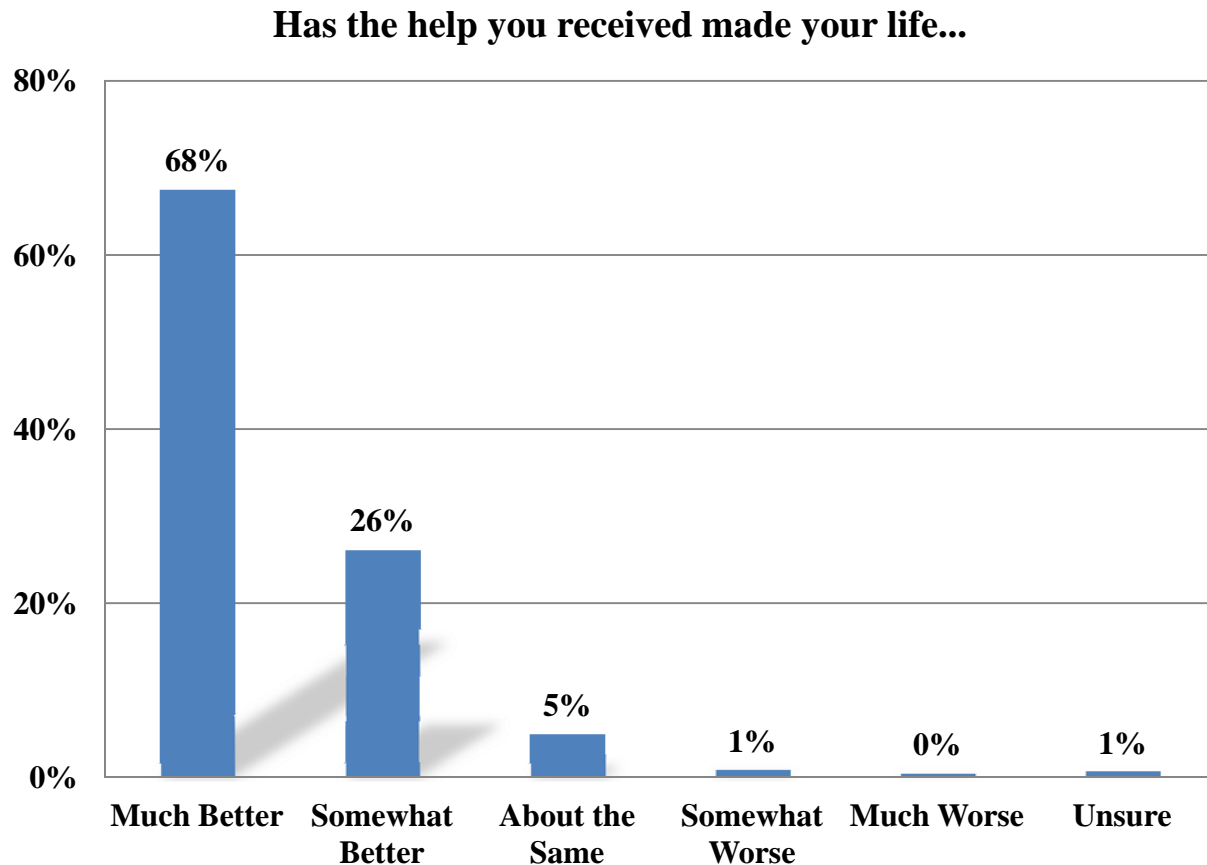
Twenty-seven percent of customers indicate that their service plan would look different if they had complete control. Two-thirds (66%) indicate that their service plan would not look different while 7% are unsure.

Among all customers, the most commonly mentioned changes are that they need more help or more time with caregivers (6% of all customers), better handling of scheduling problems and switching employees (2%), and the need to provide better compensation for caregivers (2%), among other aspects of their service plan.

**If you had complete choice, control and flexibility, would your service plan look different?  
(How would your service plan look different - % among all customers)**

<b>Category</b>	<b>%</b>
Need more help, more time	6%
Scheduling problems, switching employees	2%
Caregivers not paid enough, need benefits	2%
Request better scheduling, planning	1%
Access to more providers	1%
Transportation issues	1%
Prefer more care - household chores	1%
Request more communication with caregivers	1%
More choice and control of care	1%
Physical therapy care and products	1%
Caregivers unresponsive to needs	1%
Understaffed	1%
More flexible services	1%
Prefer more care - in-home healthcare	1%
Prefer more care - overnight care	1%
Need more information, communication	1%
Problems with paperwork, new forms	1%
Would like more time for running errands	1%
Would like to go to store myself; choose stores	1%
Poor communication	1%
Improve training; work skills & professionalism	1%
Other	1%
Nothing	66%
Unsure	8%
Total	100%

**More than nine in ten customers (94%) indicate the help they receive has made their life better.**

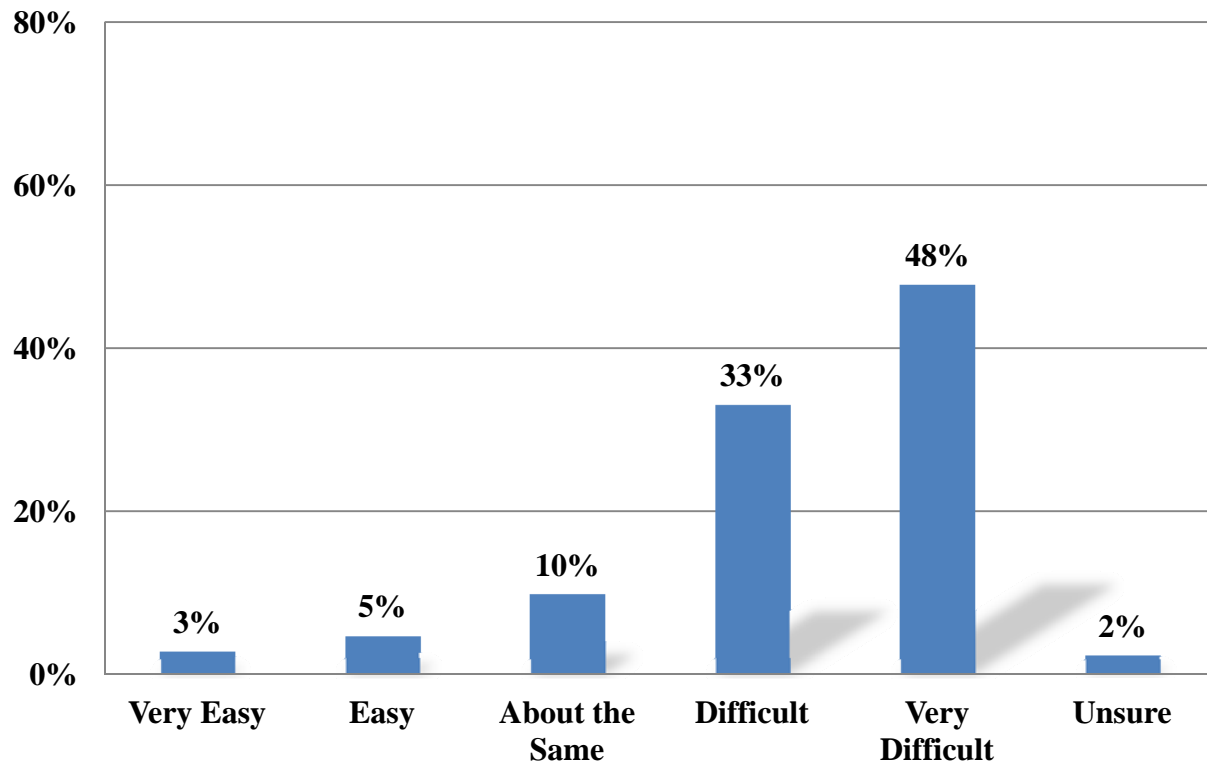


**Comments:**

Nearly all customers indicate that the services they receive have made their life better. Sixty-eight percent of customers indicate that the services they receive have made their life much better compared to 65% in 2010. Twenty-six percent indicate these services have made their life somewhat better. Five percent indicate that the services they receive have no impact, that is, their life is about the same. Only 1% indicates that the help they received has made their life worse.

**More than eight in ten respondents (81%) indicate it would be difficult or very difficult to stay in their home if they did not receive services.**

**How easy would it be for you to stay in your home if you did not receive services? Would you say...**



**Comments:**

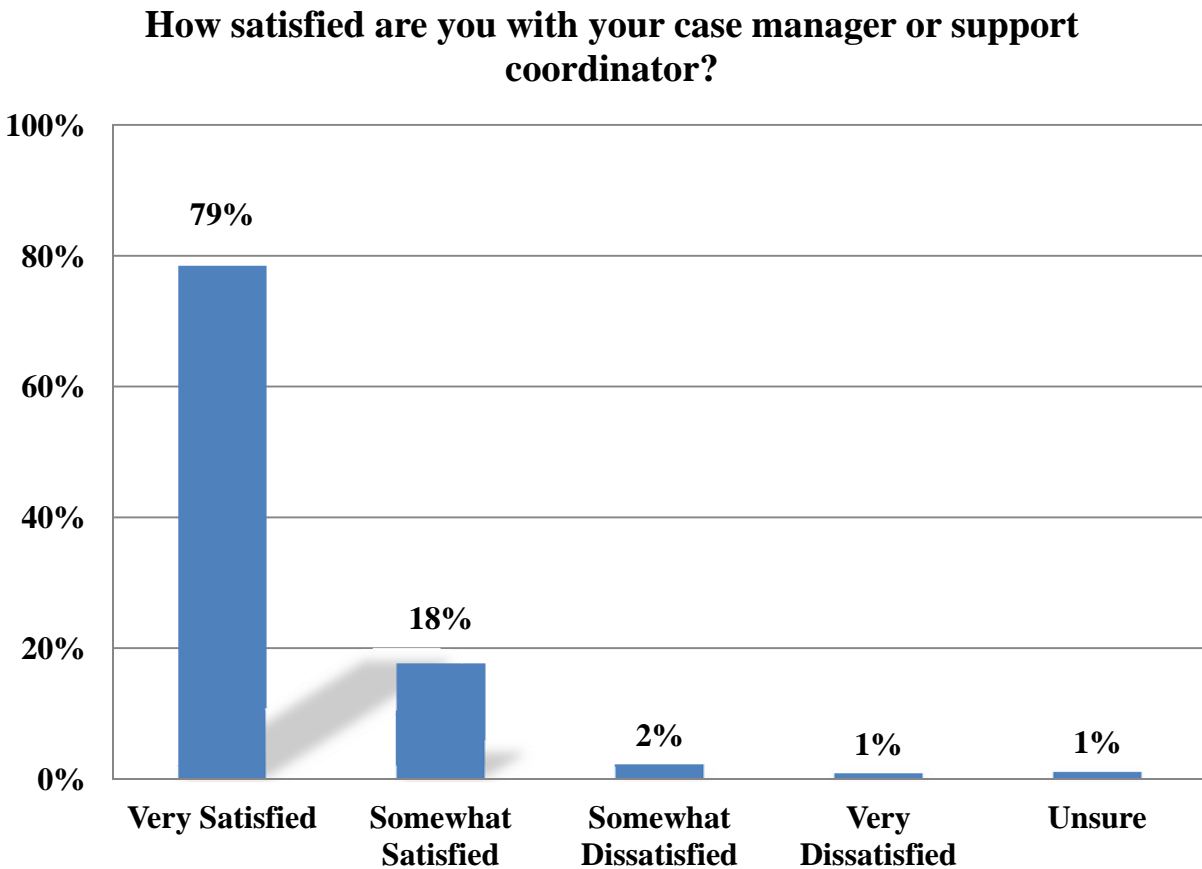
Most customers indicate that without the services they receive, it would be difficult to stay in their home. Only 8% of respondents indicate it would be very easy (3%) or easy (5%) to remain in their home if they did not receive services. This is comparable to the 6% indicating it would be easy or very easy in 2010. Ten percent indicate that the services they receive have no impact on their ability to remain in their home. Thirty-three percent of customers indicate it would be difficult and 48% indicate it would be very difficult to stay in their home if they did not receive services. The 81% of customers indicating it would be difficult or very difficult to remain in their home if they did not receive services is comparable to the 82% reported in 2010.

## C. Ratings of Case Manager or Support Coordinator

### Key Findings

- **Nearly all (97%) customers with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.**
- **87% of customers indicate that they always or almost always feel they have a part in planning their care with their case manager or support coordinator.**
- **More than nine in ten (93%) indicate their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.**
- **89% indicate they can always or almost always talk to their case manager or support coordinator when they need to.**
- **Nearly nine in ten (88%) indicate their case manager or support coordinator always or almost always helps when the customer asks for something.**
- **88% indicate that their case manager or support coordinator always or almost always asks what they want.**
- **88% indicate their case manager or support coordinator always or almost always helps them to understand the different service options that are available.**

**Nearly all (97%) customers with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.**

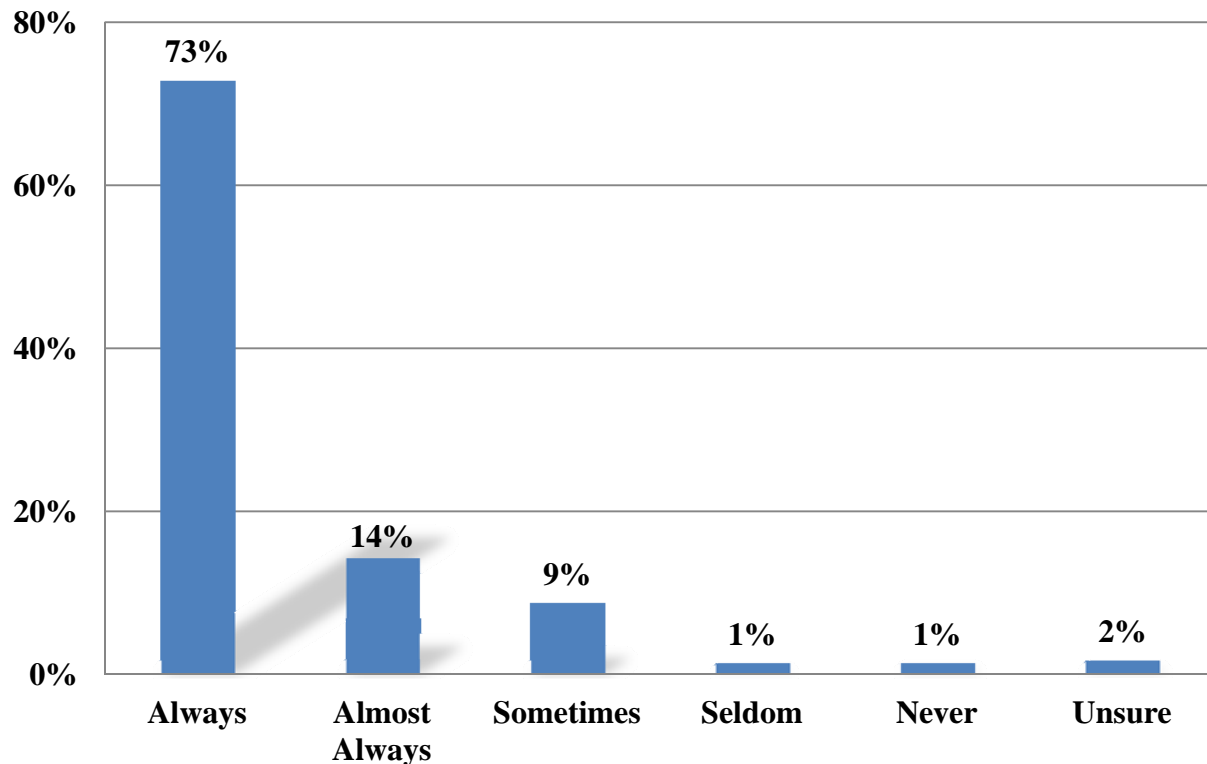


**Comments:**

Among those customers who identified their case manager or support coordinator, 79% are very satisfied with their case manager or support coordinator (compared to 75% in 2010), while 18% are somewhat satisfied. Only 3% are dissatisfied with their case manager or support coordinator (2% somewhat dissatisfied and 1% very dissatisfied). In 2010, 4% of customers reported they were somewhat or very dissatisfied.

**87% of customers indicate that they always or almost always feel they have a part in planning their care with their case manager or support coordinator.**

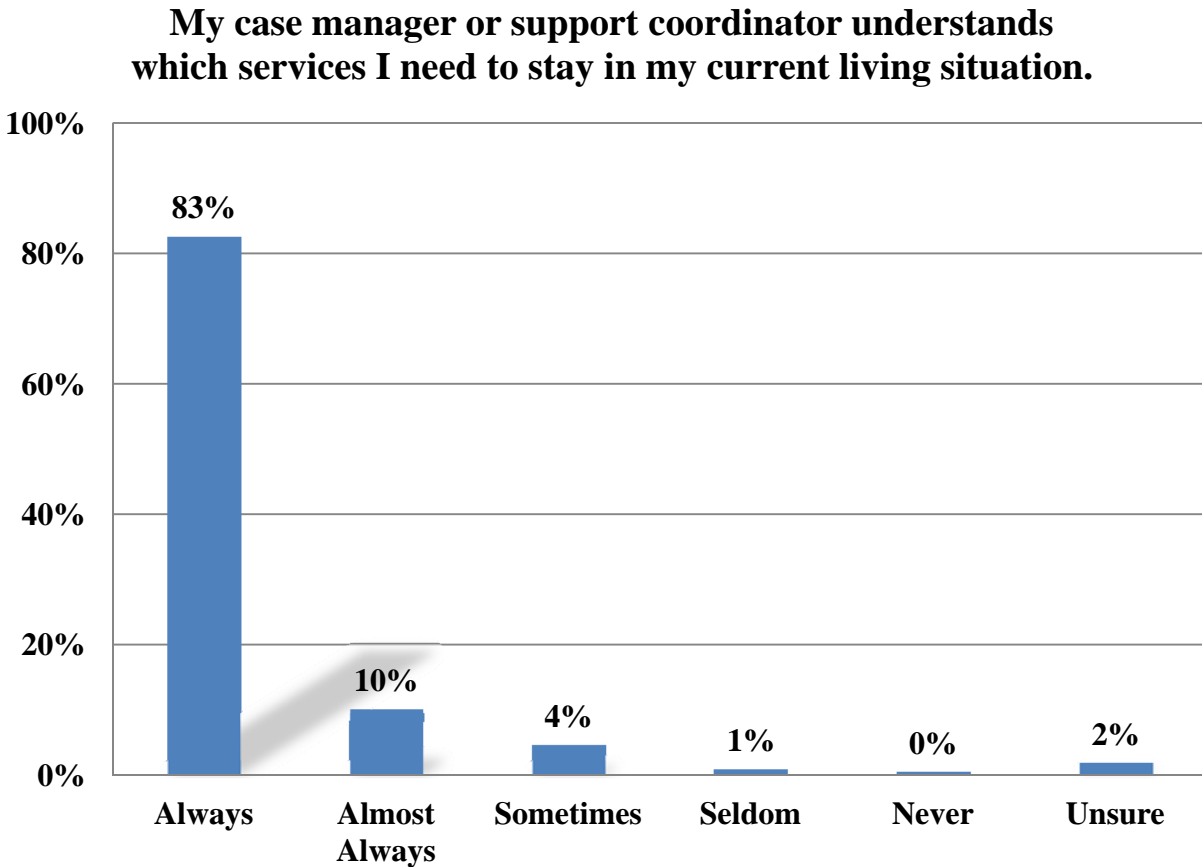
**I feel I have a part in planning my care with my case manager or support coordinator.**



**Comments:**

Seventy-three percent of customers with a case manager or support coordinator indicate they always feel like they have a part in planning their care, compared to 67% in 2010. Another 14% indicate they almost always feel like they have a part in planning their care. Nine percent feel they sometimes have a part in planning their care. Only 1% of customers with a case manager or support coordinator indicate they seldom and only 1% indicates they never feel like they have a part in planning their care.

**More than nine in ten (93%) indicate their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.**

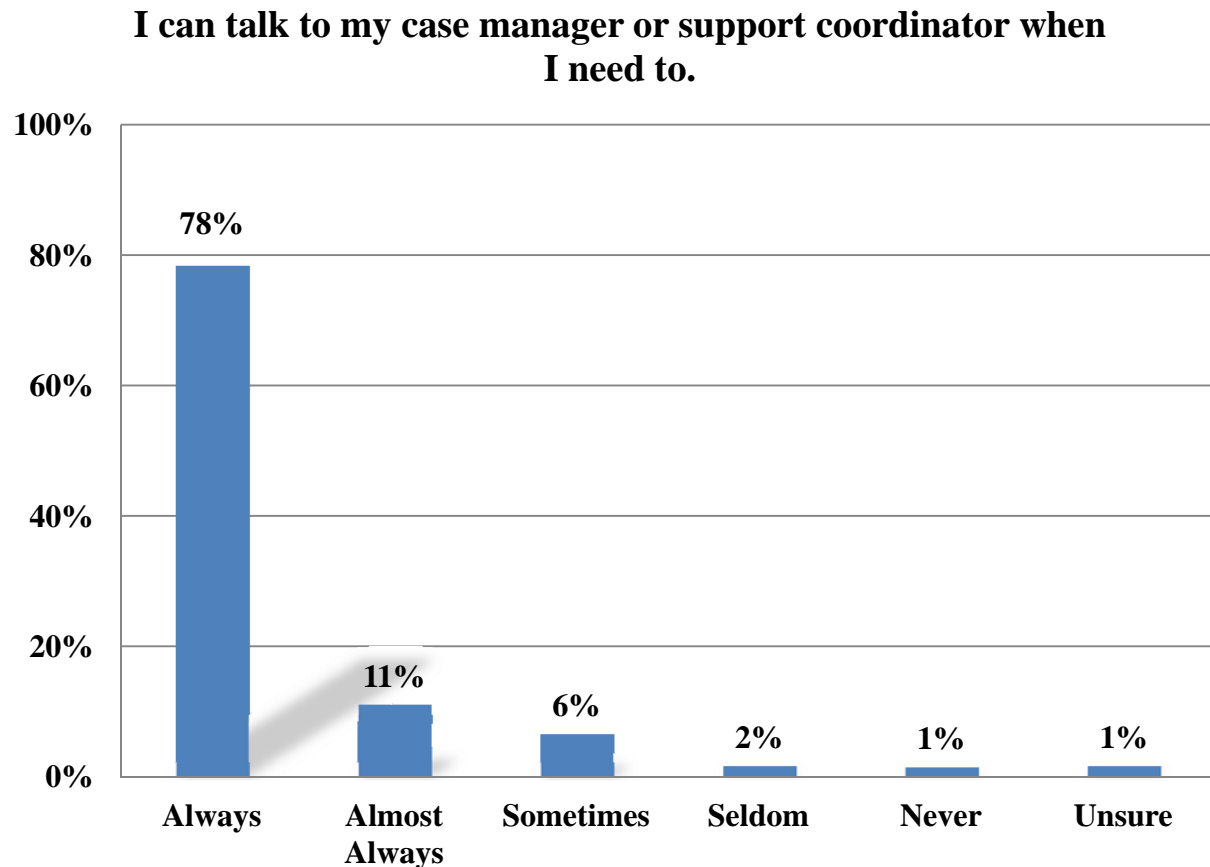


**Comments:**

Eighty-three percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always understands the services needed to allow the customer to stay in their current living situation. This compares to 77% of customers in 2010. Ten percent of customers indicate their case manager or support coordinator almost always understands the services they need. Four percent indicate their case manager or support coordinator sometimes understands the services they need to stay in their current living situation. Only 1% of customers indicate their case manager or support coordinator seldom understands the services needed to allow the customer to stay in their current living situation.



**89% indicate they can always or almost always talk to their case manager or support coordinator when they need to.**

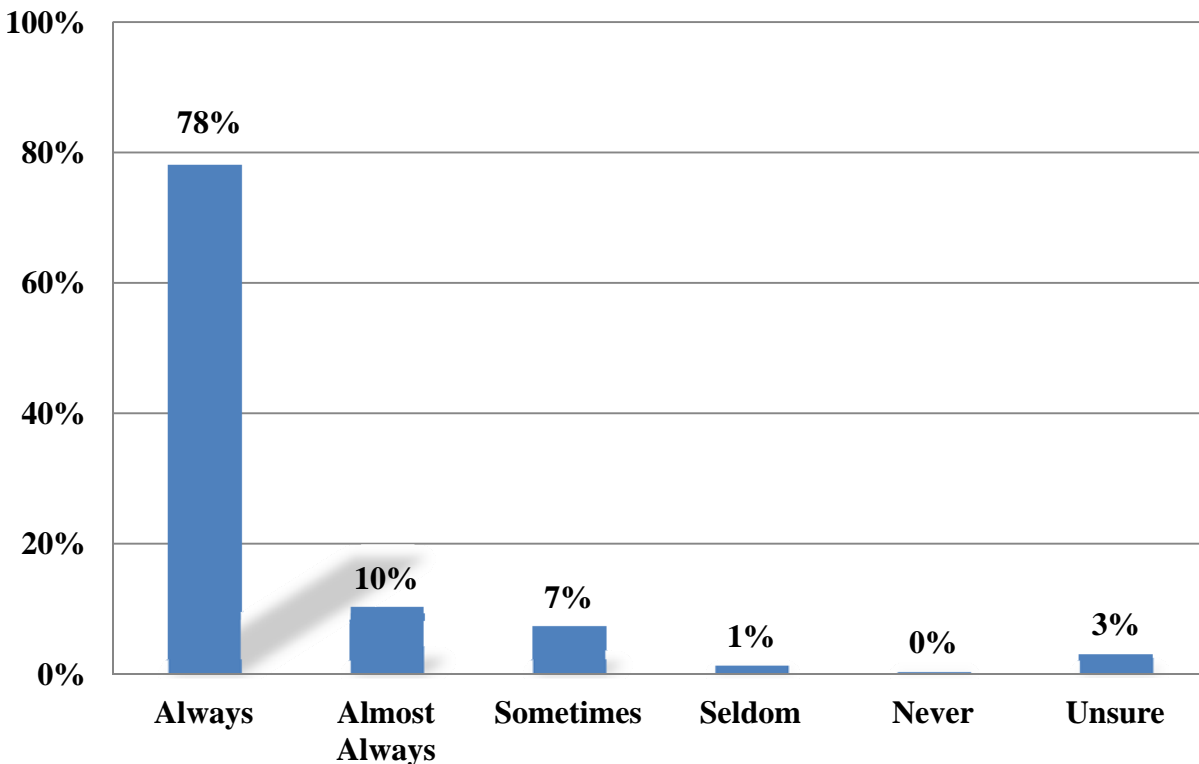


**Comments:**

Seventy-eight percent of customers with a case manager or support coordinator indicate they can always talk with their case manager or support coordinator when they need to do so, compared to 70% in 2010. Another 11% indicate they can almost always talk with their case manager or support coordinator. Six percent indicate they can sometimes talk to their case manager or support coordinator when needed. Only 2% indicate they can seldom speak with their case manager or support coordinator and only 1% indicates they can never speak with their case manager or support coordinator when they need to do so.

**Nearly nine in ten (88%) indicate their case manager or support coordinator always or almost always helps when the customer asks for something.**

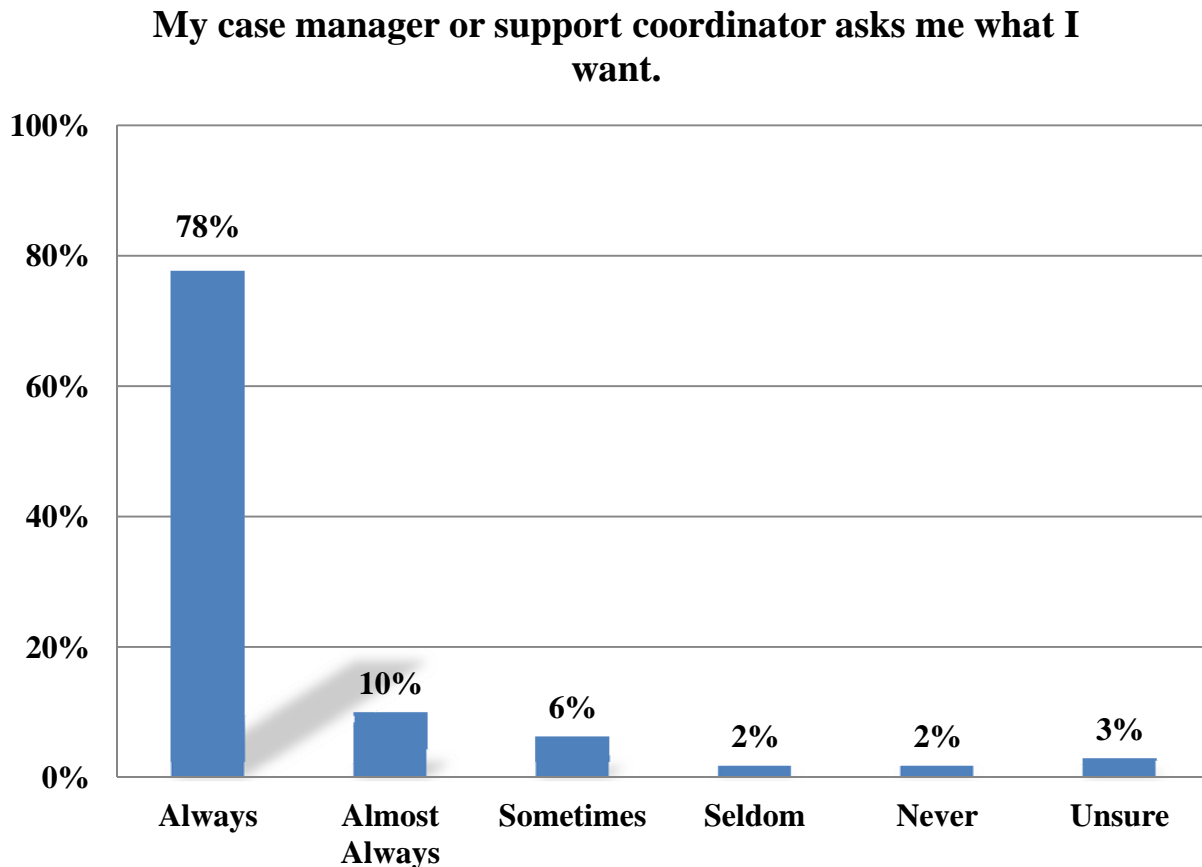
**My case manager or support coordinator helps me when I ask for something.**



**Comments:**

Seventy-eight percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always helps when asked for something, compared to 74% in 2010. Ten percent indicate their case manager or support coordinator almost always helps when asked. Seven percent indicate their case manager or support coordinator helps some of the time. Only 1% indicates their case manager or support coordinator seldom helps when asked for something.

**88% indicate that their case manager or support coordinator always or almost always asks what they want.**

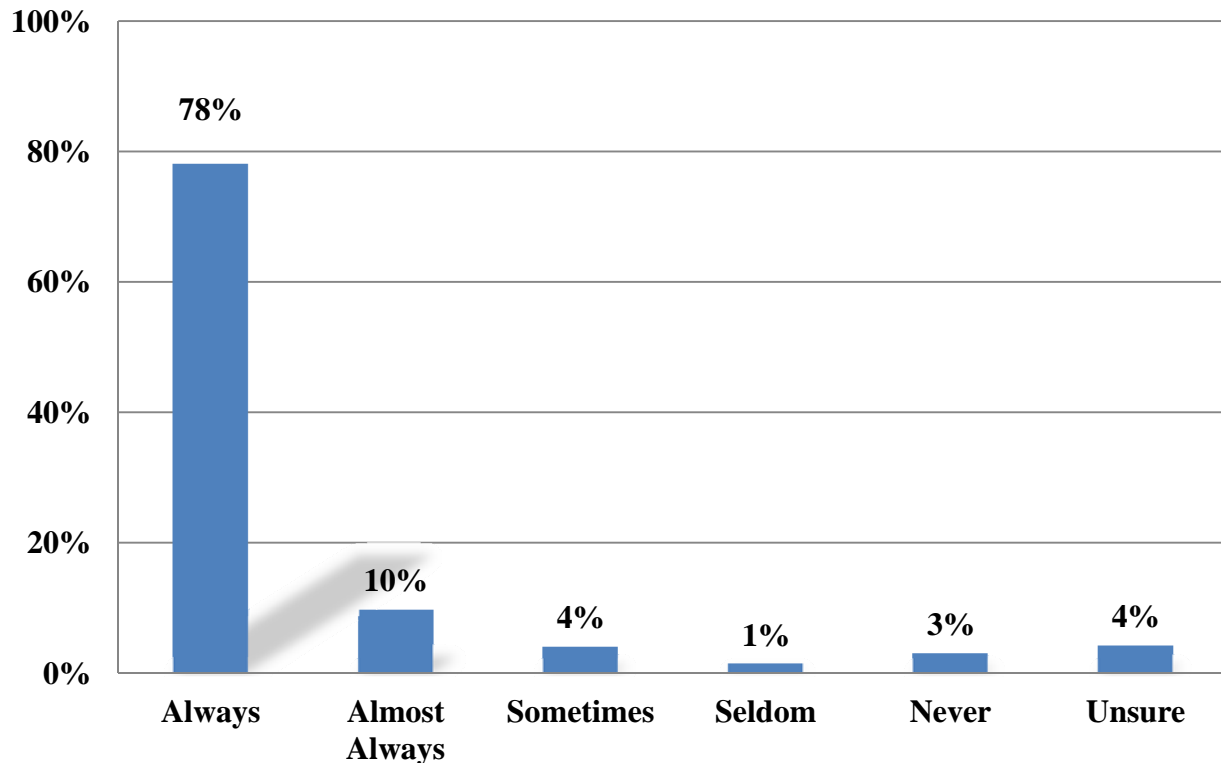


**Comments:**

Seventy-eight percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always asks what they want. This compares with 69% in 2010. Another 10% indicate their case manager or support coordinator almost always asks. Six percent indicate their case manager or support coordinator asks what they want some of the time. Only 2% indicates their case manager or support coordinator seldom and only 2% indicates their case manager or support coordinator never asks what they want.

**88% indicate their case manager or support coordinator always or almost always helps them to understand the different service options that are available.**

**My case manager or support coordinator helps me understand the different service options that are available.**



**Comments:**

Seventy-eight percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always helps them to understand the different service options that are available, compared to 74% in 2010. Ten percent of customers indicate their case manager or support coordinator almost always helps them to understand options available. Four percent indicate their case manager or support coordinator sometimes helps them to understand the different service options that are available. Only 1% indicates their case manager or support coordinator seldom and only 3% indicates their case manager or support coordinator never helps them to understand the different service options that are available.

## D. Attendant Services Program

The results in this section are based on 132 completed surveys.

### Key Findings

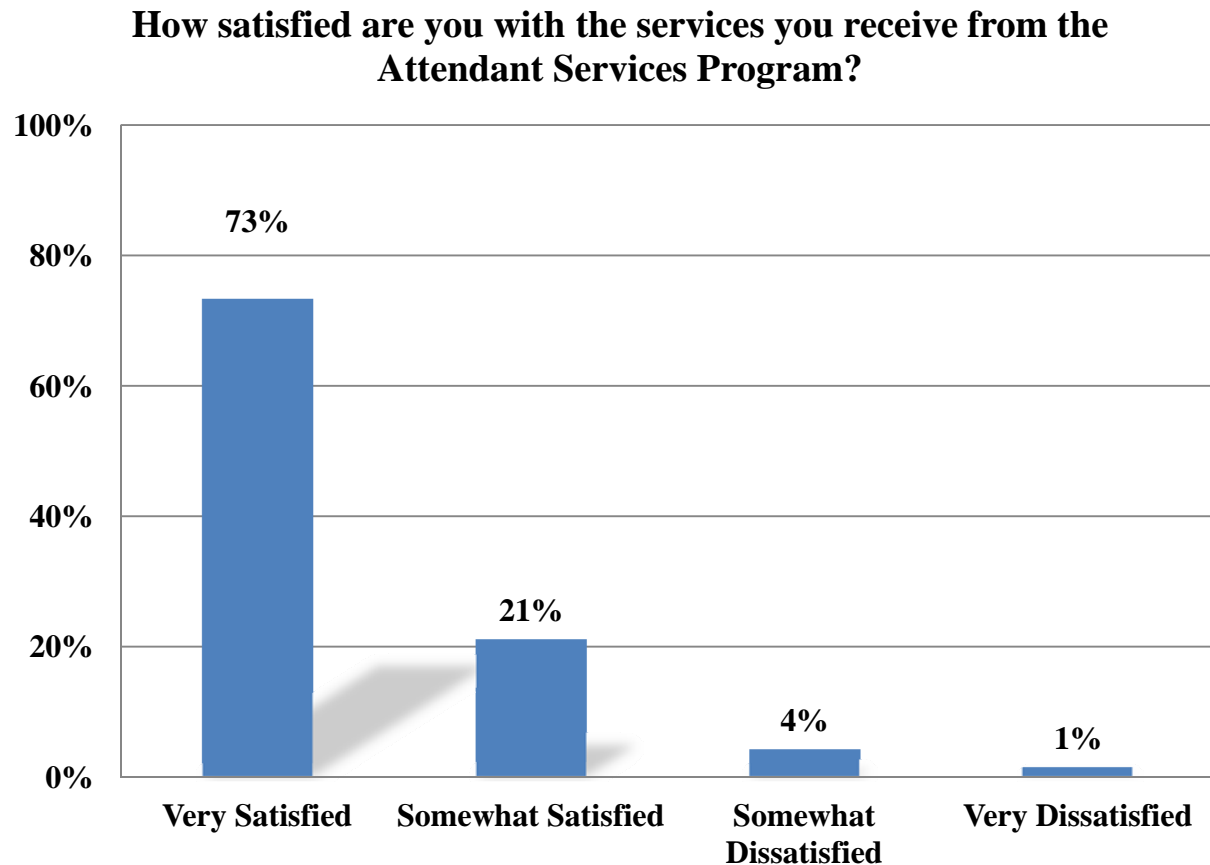
- Nearly all customers (94%) are very or somewhat satisfied with the Attendant Services Program.
- More than nine in ten (94%) rate the quality of services they receive through the Attendant Services Program as excellent or good.
- 86% of customers indicate the services they receive from the Attendant Services Program always or almost always meet their needs.
- Nearly all customers (97%) indicate that the caregivers in the Attendant Services Program always or almost always treat them with respect and courtesy.
- 84% of customers always or almost always know who to contact if they have a complaint about the Attendant Services Program or need more help.
- 90% of customers indicate that the Attendant Services Program always or almost always provides services to them when and where they are needed.
- Only 12% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, 57% indicate that the Attendant Services Program worked to resolve their problems.
- The main ideas for service improvement include the need for more help, paying caregivers more or providing benefits, and transportation assistance.

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through the Attendant Services Program are comparable to those observed among all customers. They are somewhat more likely to indicate it would be difficult to remain in their homes if they did not receive services.

### Summary of Overall Ratings of Quality

	<b>Attendant Services Program</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	87%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	93%
How would you rate the timeliness of your services? (% excellent or good)	86%	85%
How would you rate when you receive your services or care? (% excellent or good)	89%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	92%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	89%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	90%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	96%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	78%	73%
Has the help you received made your life...? (% somewhat or much better)	96%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	88%	81%

**Nearly all customers (94%) are very or somewhat satisfied with the Attendant Services Program.**



**Comments:**

Among those receiving services through the Attendant Services Program, 73% are very satisfied, compared to 83% in 2010. Twenty-one percent are somewhat satisfied with the services they receive. Only 4% indicate they are somewhat dissatisfied and only 1% is very dissatisfied with the services they receive through the Attendant Services Program.

**By Year:**

- In 2010, 94% rated as very satisfied or somewhat satisfied.

Among the small percentage that are dissatisfied, the main reasons given were that they keep cutting hours (27% of those somewhat or very dissatisfied), that they did not qualify for needed services (16%), that staff did not listen to concerns or requests (13%), and that they need more help or time from their caregivers (13%), among others.

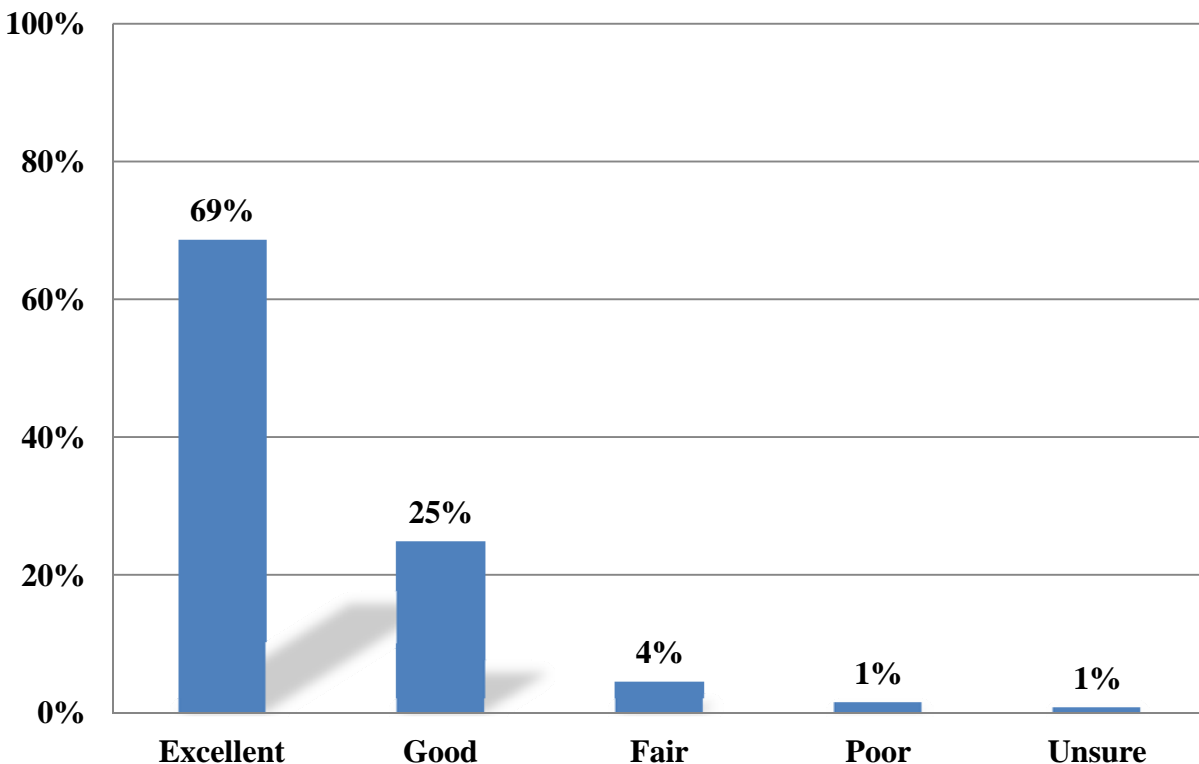
**Why were you dissatisfied the services you receive from the Attendant Services Program?**  
 (% among customers indicating they are very or somewhat dissatisfied)

Category	%
Keep cutting hours, need more help	27%
Did not qualify for needed services	16%
Staff does not listen to concerns, requests	13%
Need more help, more time	13%
Caregivers not paid enough, need benefits	10%
Problems with payments	8%
Unsure	13%
Total	100%



**More than nine in ten(94%) rate the quality of services they receive through the Attendant Services Program as excellent or good.**

**How do you rate the quality of the services you receive from the Attendant Services Program?**



**Comments:**

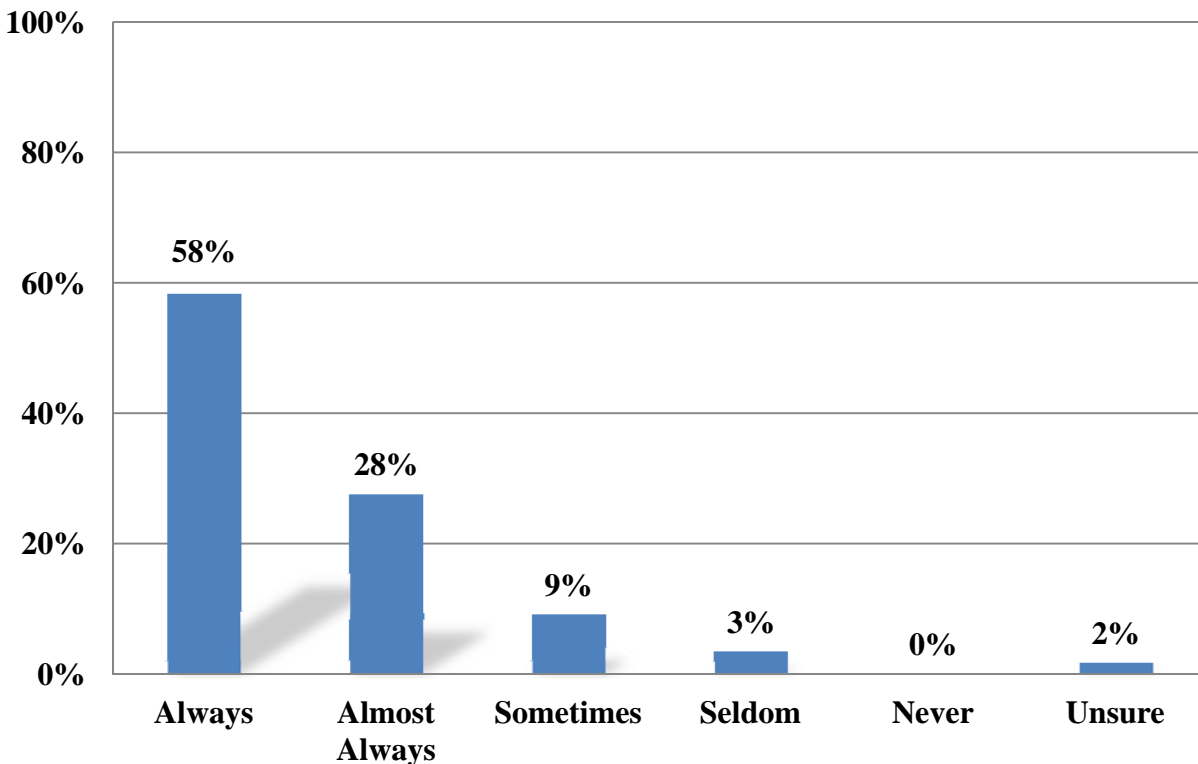
Among those receiving services through the Attendant Services Program, 69% rate the quality of services as excellent, compared to 66% in 2010. Another 25% rate the quality of the services they receive as good. Only 4% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive through the Attendant Services Program is poor.

**By Year:**

- In 2010, 96% rated as excellent or good.

**86% of customers indicate the services they receive from the Attendant Services Program always or almost always meet their needs.**

**The services I receive from the Attendant Services Program meet my needs.**



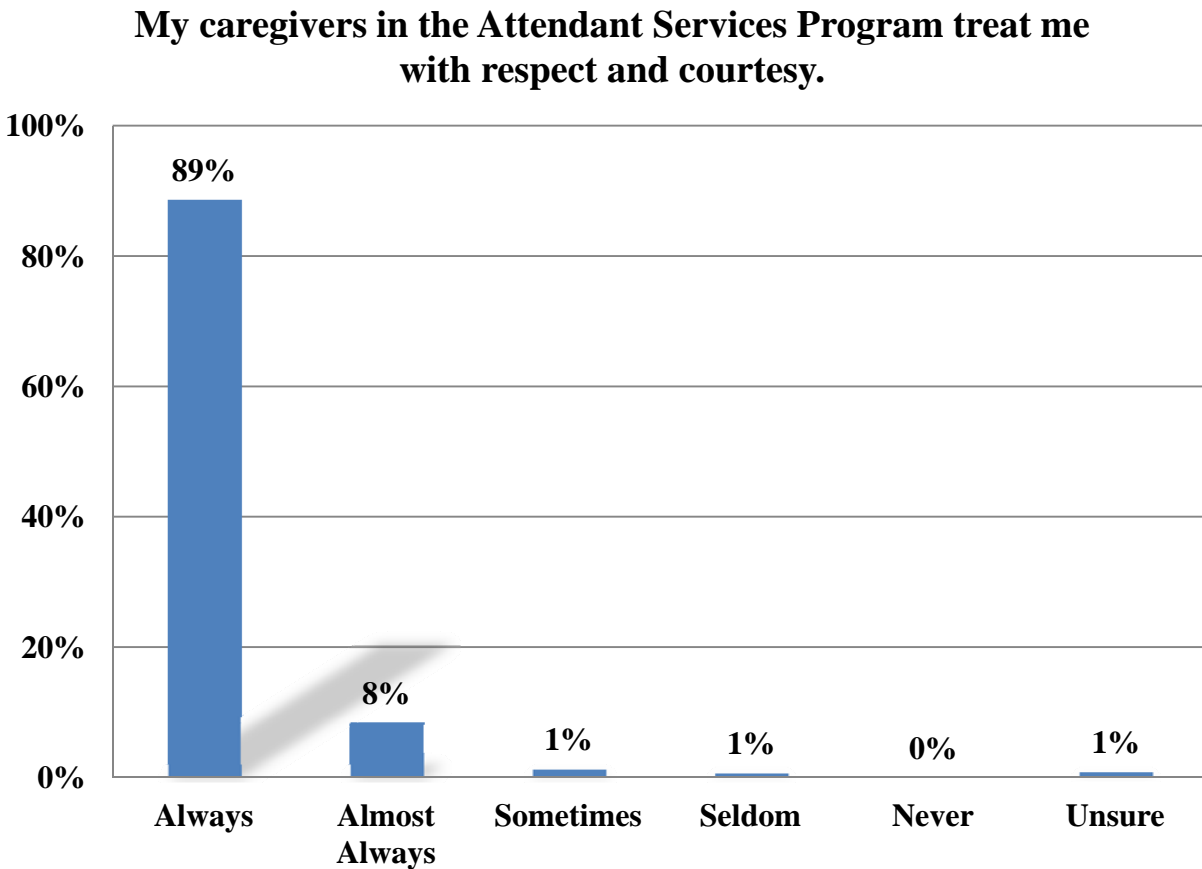
**Comments:**

Among those receiving services through the Attendant Services Program, 58% indicate the services they receive always meet their needs. Another 28% indicate the services they receive almost always meet their needs. The 86% of customers indicating that the program always or almost always meets their needs is down somewhat from 91% in 2010. Nine percent of customers indicate that the services they receive through the Attendant Services Program meet their needs some of the time. Only 3% of customers receiving services through the Attendant Services Program indicate that the services only seldom meet their needs.

By Year:

- In 2008, 90% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 91% rated as always or almost always.

**Nearly all customers (97%) indicate that the caregivers in the Attendant Services Program always or almost always treat them with respect and courtesy.**



**Comments:**

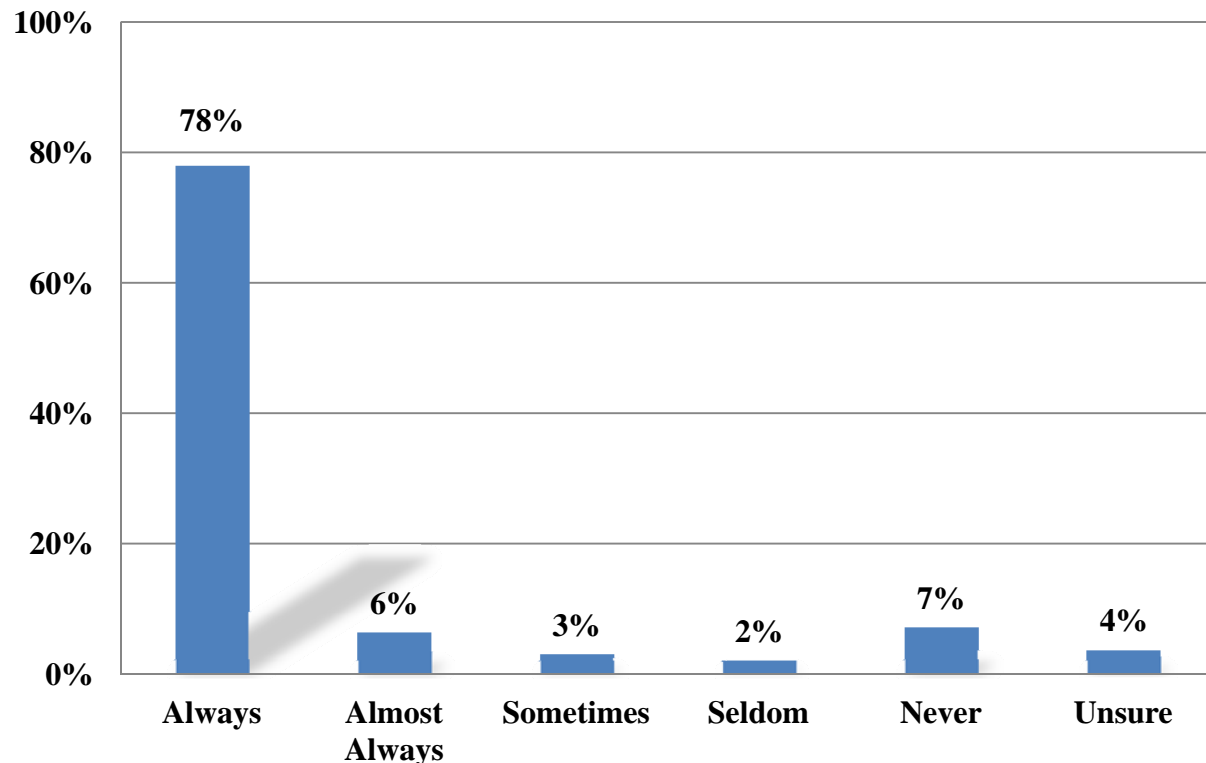
Among those receiving services through the Attendant Services Program, 89% indicate their caregivers always treat them with respect and courtesy. Another 8% indicate the staff almost always treats them with respect and courtesy. Only 1% of customers indicate their caregivers treat them with respect and courtesy only some of the time and 1% indicate that caregivers seldom treat them with respect and courtesy.

By Year:

- In 2008, 95% rated as always or almost always.
- In 2009, 95% rated as always or almost always.
- In 2010, 97% rated as always or almost always.

**84% of customers always or almost always know who to contact if they have a complaint about the Attendant Services Program or need more help.**

**I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.**



**Comments:**

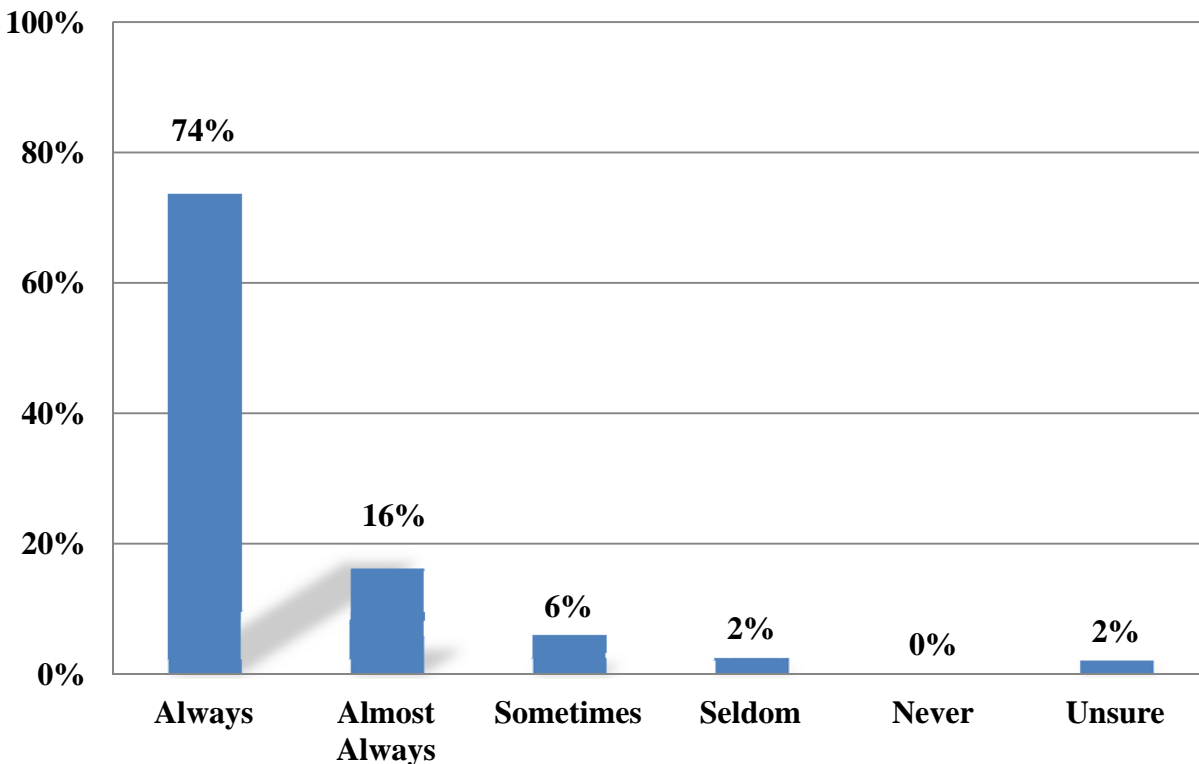
Among those receiving services through the Attendant Services Program, 78% indicate they always know who to contact if they have a complaint or if they need more help compared to 75% in 2010. Another 6% indicate they almost always know who to contact. Three percent of customers indicate they know who to contact some of the time. Only 2% of customers receiving services through the Attendant Services Program seldom know and 7% indicate they never know who to contact if they have a complaint or if they need more help.

**By Year:**

- In 2008, 88% rated as always or almost always.
- In 2009, 90% rated as always or almost always.
- In 2010, 84% rated as always or almost always.

**90% of customers indicate that the Attendant Services Program always or almost always provides services to them when and where they are needed.**

**The Attendant Services Program provides services to me  
when and where I need them.**



**Comments:**

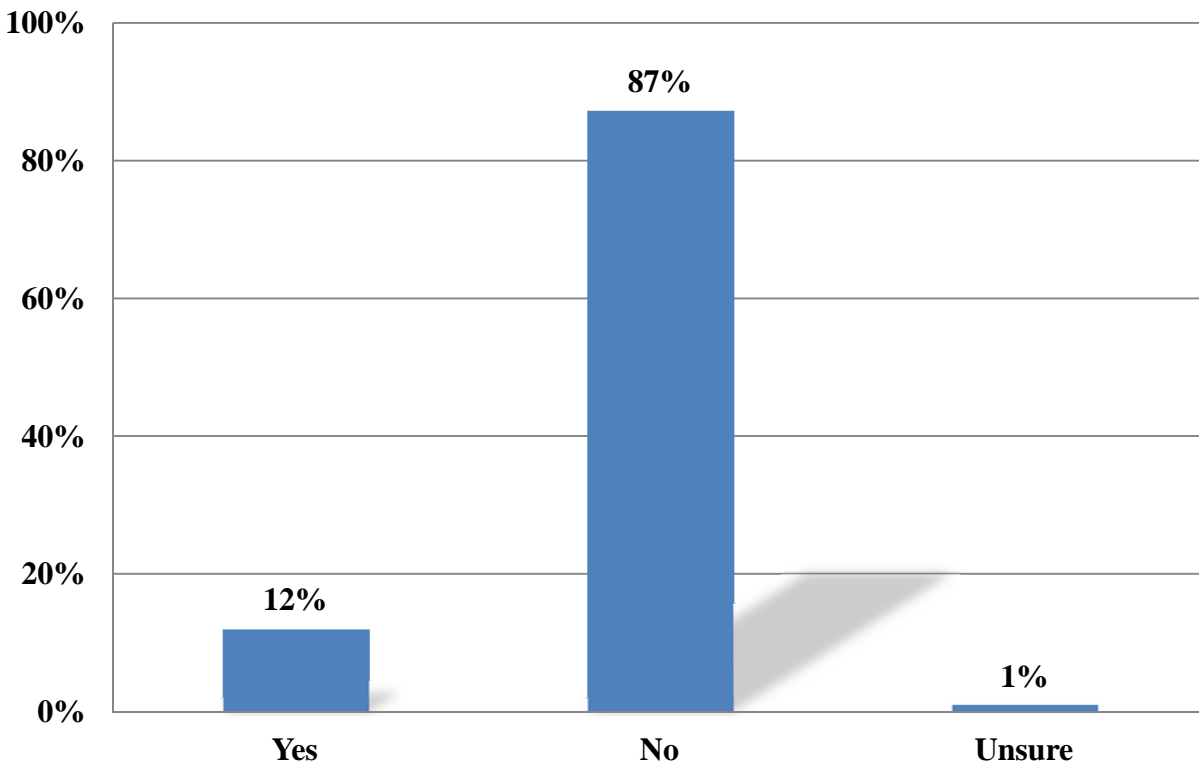
Among those receiving services through the Attendant Services Program, 74% indicate they are provided services when and where they are needed. Another 16% indicate services are almost always provided when and where they are needed. Six percent of customers indicate that services are sometimes provided when and where needed through the Attendant Services Program. Only 2% of customers indicate services are seldom provided when and where they are needed.

By Year:

- In 2008, 90% rated as always or almost always.
- In 2009, 94% rated as always or almost always.
- In 2010, 93% rated as always or almost always.

**Only 12% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, 57% indicate that the Attendant Services Program worked to resolve their problems.**

**Have you experienced any problems with the Attendant Services Program during the past 12 months?**



**Comments:**

Among those receiving services through the Attendant Services Program, only 12% report they have experienced problems during the past 12 months, down from 19% in 2010.

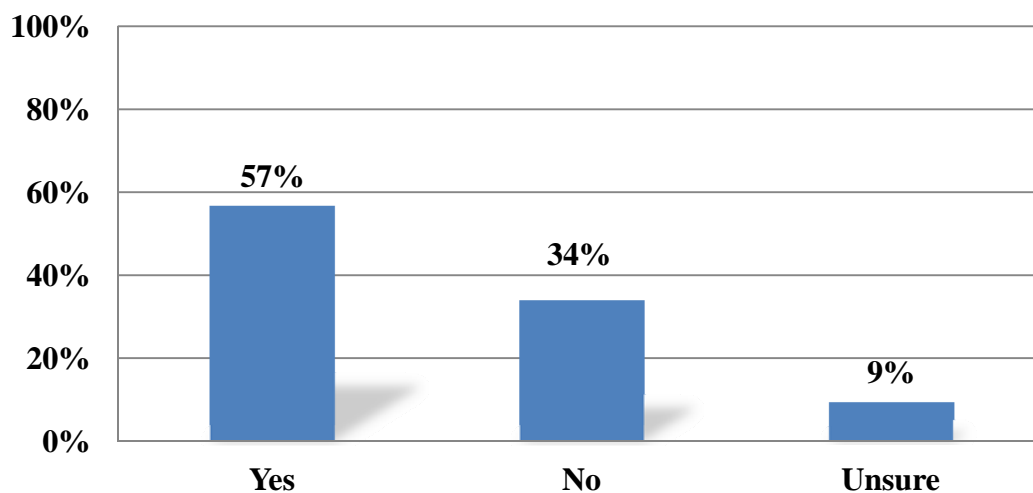
Among those experiencing problems, 31% report problems with payments, 18% state that they need more help and hours are cut, 17% cite poor communication, 13% indicate they need more help or additional time from their caregivers and 10% mention difficulties in finding adequate caregivers.

More than half (57%) of customers that experienced problems during the prior 12 months indicate that the Attendant Services Program worked to resolve their problems. This is up from 43% of those reporting problems in 2010.

**What problems did you experience with the Attendant Services Program during the past 12 months?**  
(% among customers experiencing problem during the past 12 months)

Category	%
Problems with payments	31%
Keep cutting hours, need more help	18%
Poor communication	17%
Need more help, more time	13%
Difficult to find adequate caregivers	10%
Improve communication; who is coming, and when	9%
Suspect theft of medications, personal items	7%
Broken promises; unreliable	7%
Problems with paperwork, new forms	6%
Staff does not listen to concerns, requests	4%
Total	100%

**Did the Attendant Services Program work to resolve any problems?**



**The main ideas for service improvement include the need for more help, paying caregivers more or providing benefits, and transportation assistance.**

**Is there anything that could improve services offered to you and others by the Attendant Services Program?**

Category	%
Need more help, more time	10%
Caregivers not paid enough, need benefits	9%
Transportation assistance	5%
Problems with payments	3%
Difficult to find adequate caregivers	3%
Keep cutting hours, need more help	2%
Access to more providers	2%
Problems with paperwork, new forms	1%
Staff does not listen to concerns, requests	1%
Programs need more funding, keep them going	1%
Would be unable to remain in my home without help received	1%
Process is confusing, too much information, overwhelming	1%
Personnel changes, having to train new staff	1%
New caregivers need more training	1%
Need more information, communication	1%
Short-staffed, not enough help	1%
Caregivers unresponsive to needs	1%
Home modifications	1%
Mental health care coverage	1%
More flexible services	1%
Better screening of caregivers	1%
Suspect theft of medications, personal items	1%
Lack of activities, need large variety of activities	1%
Poor communication	1%
Slow to return calls	1%
Not given enough assistance, help	1%
Assistance with bathing, grooming	1%
Short-staffed; need to have back-ups in place when caregiver is out for day	1%
Nothing	54%
Unsure	3%
Total	100%



**Comments:**

Among those receiving services through the Attendant Services Program, 43% offered suggestions for improving the services provided to customers. Ten percent of these customers indicate they need more help or need additional time from their caregivers. Nine percent indicate that caregivers should be paid more or that caregivers need to receive benefits. Five percent need transportation assistance. Other comments include problems with payments (3%), difficulties in finding adequate caregivers (3%), that the program keeps cutting hours (2%) and the need for access to more providers (2%), among other ideas.

## E. Personal Care Services(Consumer, Surrogate, Home Health Agency Directed)

**The results in this section are based on 323 completed surveys.**

Results are presented in this section for all 323 customers. This section also provides breakdowns in tabular form based on those receiving personal care services through consumer and surrogate directed care, along with a breakdown by agency for those receiving home health agency directed Personal Care Services. The table below summarizes the number of respondents.

**Summary of Respondents Receiving Personal Care Services by Group**

<b>Group</b>	<b># of Respondents</b>
<b>Consumer Directed</b>	<b>52</b>
<b>Surrogate Directed</b>	<b>113</b>
<b>Home Health Agency Directed (total)</b>	<b>158</b>
Addison County Home Health Agency	26
Bayada Professional Nurses Service Inc	37
Caledonia Home Health	15
Central VT Home Health Agency & Hospice	7
Franklin County Home Health & Hospice	10
Lamoille Home Health Agency & Hospice	3
Orleans-Essex VNA Association & Hospice, Inc.	8
Rutland Area VNA Hospice	8
Visiting Nurse Alliance of VT & New Hampshire	8
Visiting Nurse Association, Chitt& Grand Isle	34
VNA & Hospice of Southwestern Vermont Health Care	2
<b>None Listed</b>	<b>1</b>
<b>Total Personal Care Services Respondents</b>	<b>324</b>

## Key Findings

- Nearly all customers (99%) are very or somewhat satisfied with Personal Care Services.
- Nearly all customers (97%) rate the quality of services they receive through Personal Care Services as excellent or good.
- 94% of customers indicate the services they receive from Personal Care Services always or almost always meet their needs.
- Nearly all customers (98%) indicate that the caregivers in Personal Care Services always or almost always treat them with respect and courtesy.
- 93% of customers always or almost always know who to contact if they have a complaint about Personal Care Services or need more help.
- 95% of customers indicate that Personal Care Services always or almost always provides services to them when and where they are needed.
- 82% of customers agree that they were able to choose their Personal Care Services.
- 73% of customers agree that they were able to choose the provider of their Personal Care Services.
- 78% of customers agree that they were able to choose the scheduling of their Personal Care Services to meet their needs.
- 59% of customers agree that they were able to choose their Personal Care Services provider from a variety of providers.
- 52% of customers agree that having more providers offering Personal Care Services would allow customers to better meet their needs.
- 66% of customers DISagree that there are Personal Care Services that they need but cannot get.
- Only 11% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 53% indicate that Personal Care Services worked to resolve their problems.
- The main ideas for service improvement include that the customer needs more help and needs more access to providers.
- Nearly half of customers (46%) indicate it would be helpful or very helpful to add new Personal Care Services providers.

- **46% of customers agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed.**
- **Less than four in ten customers (37%) agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive.**
- **Four in ten customers (40%) agree that adding new providers of Personal Care Services would improve the quality of the services they receive.**
- **The comments offered by respondents about adding new providers include the need for more choice and control of care, access to more providers, and their satisfaction with their current provider, among others.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through Personal Care Services are comparable or slightly more positive to those observed among all customers. Ninety percent of those receiving personal care services indicate it would be difficult or very difficult to stay in their home if they did not receive services, compared to 81% among all customers.

A summary of responses for consumer directed, surrogate directed, and home health agency directed (by agency) customers is provided on pages 75-77. A summary of the items evaluating the case manager or support coordinator is provided on page 78. In general, the results for those receiving Personal Care Services are also comparable to those observed among all customers. A summary of responses evaluating the case manager or support coordinator by the group or agency providing services is provided on pages 79-81.

## Summary of Overall Ratings of Quality

	Personal Care Services	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	89%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	97%	93%
How would you rate the timeliness of your services? (% excellent or good)	89%	85%
How would you rate when you receive your services or care? (% excellent or good)	91%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	93%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	98%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	77%	73%
Has the help you received made your life...? (% somewhat or much better)	95%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	90%	81%

## Summary of Overall Ratings of Quality by Group/Agency Providing Services

	Total	Consumer Directed	Surrogate Directed	Agency Directed (total)
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	89%	91%	90%	88%
How would you rate the overall quality of the help you receive? (% excellent or good)	96%	100%	97%	95%
How would you rate the timeliness of your services? (% excellent or good)	89%	90%	89%	88%
How would you rate when you receive your services or care? (% excellent or good)	91%	90%	93%	91%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%	94%	89%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	93%	96%	92%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	93%	95%	92%	92%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	92%	92%	85%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	96%	98%	97%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	91%	95%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	98%	98%	97%	98%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	77%	72%	77%	79%
Has the help you received made your life...? (% somewhat or much better)	95%	98%	92%	95%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	90%	100%	88%	88%

**Summary of Overall Ratings of Quality by Group/Agency Providing Services  
(Continued)**

	<b>Addison County Home Health Agency</b>	<b>Bayada Professional Nurses Service Inc</b>	<b>Caledonia Home Health</b>	<b>Central VT Home Health Agency &amp; Hospice</b>	<b>Franklin County Home Health &amp; Hospice</b>	<b>Lamoille Home Health Agency &amp; Hospice</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	100%	85%	91%	100%	100%	100%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	94%	88%	100%	95%	100%
How would you rate the timeliness of your services? (% excellent or good)	96%	76%	97%	100%	95%	100%
How would you rate when you receive your services or care? (% excellent or good)	100%	83%	91%	100%	95%	100%
How would you rate the communication between you and the people who help you? (% excellent or good)	98%	75%	91%	100%	95%	100%
How would you rate the reliability of the people who help you? (% excellent or good)	92%	74%	88%	100%	95%	100%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	88%	90%	91%	100%	82%	100%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	94%	86%	91%	100%	69%	65%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	94%	91%	100%	100%	100%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	98%	84%	88%	100%	95%	65%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	92%	100%	100%	100%	100%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	90%	76%	100%	44%	57%	100%
Has the help you received made your life...? (% somewhat or much better)	100%	89%	97%	95%	100%	100%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	94%	80%	88%	72%	100%	65%

**Summary of Overall Ratings of Quality by Group/Agency Providing Services  
(Continued)**

	<b>Orleans- Essex VNA Association &amp; Hospice, Inc.</b>	<b>Rutland Area VNA Hospice</b>	<b>Visiting Nurse Alliance of VT &amp; New Hampshire</b>	<b>Visiting Nurse Association, Chitt &amp; Grand Isle</b>	<b>VNA &amp; Hospice of Southwestern Vermont Health Care</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	66%	87%	78%	83%	100%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	100%	100%	94%	49%
How would you rate the timeliness of your services? (% excellent or good)	100%	100%	75%	81%	49%
How would you rate when you receive your services or care? (% excellent or good)	86%	100%	100%	86%	100%
How would you rate the communication between you and the people who help you? (% excellent or good)	86%	100%	100%	90%	100%
How would you rate the reliability of the people who help you? (% excellent or good)	100%	100%	100%	98%	100%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	100%	75%	100%	98%	100%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	86%	75%	73%	86%	100%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	100%	100%	100%	49%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	86%	100%	100%	91%	100%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	88%	100%	100%	100%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	86%	88%	92%	73%	100%
Has the help you received made your life...? (% somewhat or much better)	80%	88%	100%	100%	100%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	80%	77%	92%	97%	100%



### Summary of Items Evaluating of Case Manager or Support Coordinator

	Personal Care Services	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	98%	97%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	90%	87%
My case manager or support coordinator understands which services I need to stay in my current living situation.(% indicating always or almost always)	95%	93%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	92%	89%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	91%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	93%	88%
My case manager or support coordinator helps me understand the different service options that are available.(% indicating always or almost always)	92%	88%

## Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency Providing Services

	Total	Consumer Directed	Surrogate Directed	Agency Directed (total)
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	98%	95%	98%	98%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	90%	95%	89%	88%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	95%	98%	95%	94%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	92%	93%	92%	92%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	91%	91%	88%	93%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	93%	93%	93%	93%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	92%	98%	89%	92%

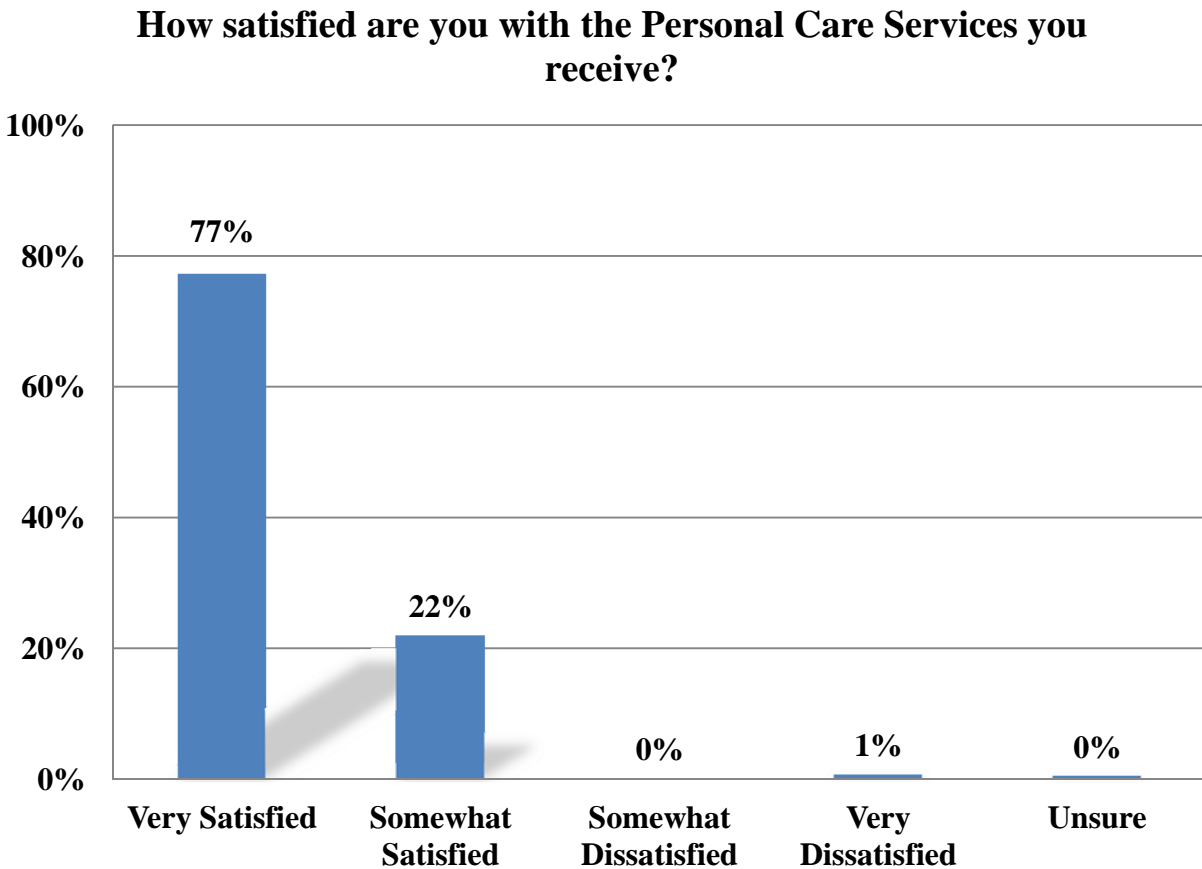
**Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency  
Providing Services  
(Continued)**

	<b>Addison County Home Health Agency</b>	<b>Bayada Professional Nurses Service Inc</b>	<b>Caledonia Home Health</b>	<b>Central VT Home Health Agency &amp; Hospice</b>	<b>Franklin County Home Health &amp; Hospice</b>	<b>Lamoille Home Health Agency &amp; Hospice</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	100%	98%	100%	100%	100%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	87%	78%	100%	100%	100%	100%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	100%	91%	100%	100%	100%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	100%	87%	100%	82%	100%	100%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	86%	100%	100%	100%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	88%	84%	100%	100%	100%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	85%	100%	100%	100%	100%

**Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency  
Providing Services  
(Continued)**

	<b>Orleans- Essex VNA Association &amp; Hospice, Inc.</b>	<b>Rutland Area VNA Hospice</b>	<b>Visiting Nurse Alliance of VT &amp; New Hampshire</b>	<b>Visiting Nurse Association, Chitt &amp; Grand Isle</b>	<b>VNA &amp; Hospice of Southwestern Vermont Health Care</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	100%	100%	100%	100%	49%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	100%	72%	100%	87%	100%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	100%	86%	69%	93%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	100%	86%	92%	93%	49%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	86%	100%	92%	49%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	100%	86%	100%	95%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	100%	86%	100%	86%	100%

**Nearly all customers (99%) are very or somewhat satisfied with Personal Care Services.**



**Comments:**

Among those receiving services through Personal Care Services, 77% are very satisfied and another 22% are somewhat satisfied with the services they receive. Only 1% indicates they are very dissatisfied with the services they receive through Personal Care Services.

**By Year:**

- In 2010, 98% rated as very or somewhat satisfied.

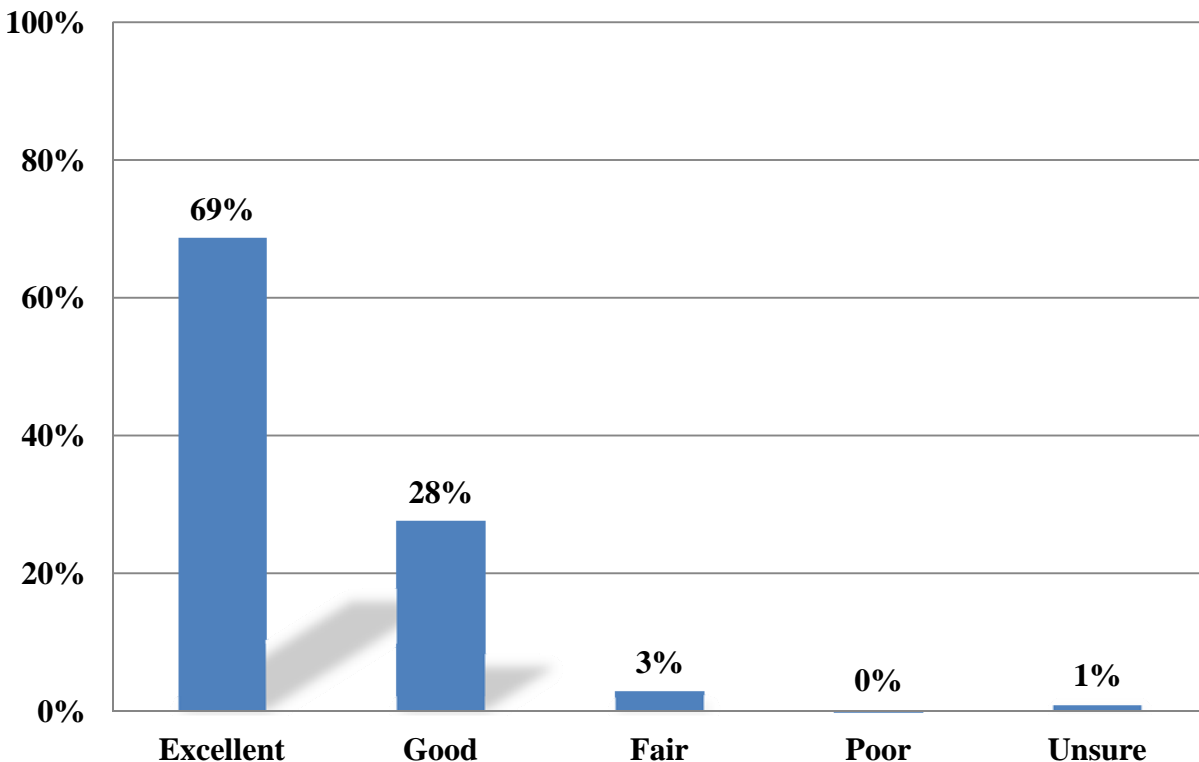
Among the small percentage that is dissatisfied, the main reason given was that new caregivers needed more training.

**How satisfied are you with the Personal Care Services you receive?**  
**Summary by Group and Agency Providing Services**  
 (% very or somewhat satisfied)

<b>Personal Care Services Total</b>	<b>99%</b>
Consumer Directed	100%
Surrogate Directed	98%
Agency Directed (total)	99%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	98%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chitt& Grand Isle	100%
VNA & Hospice of Southwestern Vermont Health Care	100%

**Nearly all customers (97%) rate the quality of services they receive through Personal Care Services as excellent or good.**

**How do you rate the quality of the Personal Care Services  
you receive?**



**Comments:**

Among those receiving services through Personal Care Services, 69% rate the quality of services as excellent, compared to 66% in 2010, and 28% rate the quality of the services they receive as good. Only 3% indicate that the quality of the services they receive is fair.

By Year:

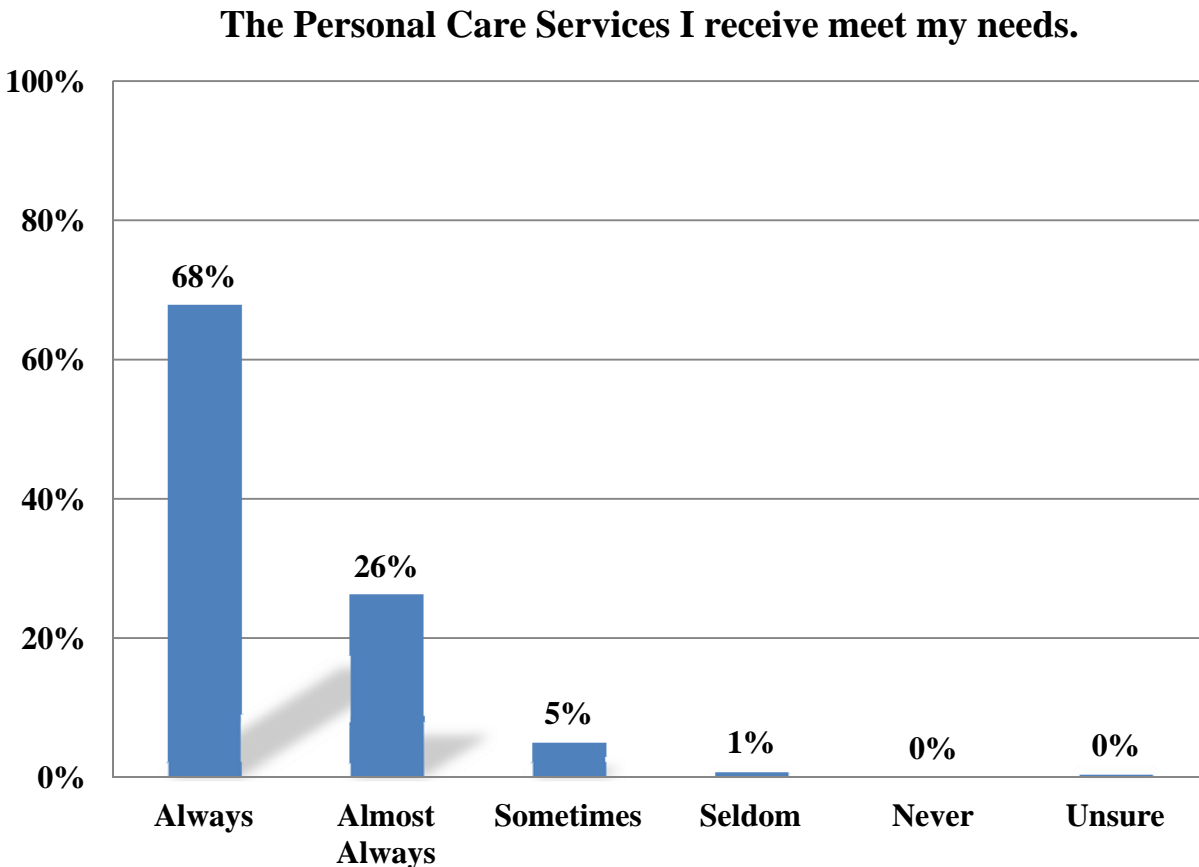
- In 2010, 97% rated as excellent or good.

**How do you rate the quality of the Personal Care Services you receive?**  
**Summary by Group and Agency Providing Services**  
 (% excellent or good)

<b>Personal Care Services Total</b>	<b>97%</b>
Consumer Directed	98%
Surrogate Directed	100%
Agency Directed (total)	93%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	85%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	87%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chitt& Grand Isle	94%
VNA & Hospice of Southwestern Vermont Health Care	49%



**94% of customers indicate the services they receive from Personal Care Services always or almost always meet their needs.**



**Comments:**

Among those receiving services through Personal Care Services, 68% indicate the services they receive always meet their needs. Another 26% indicate the services they receive almost always meet their needs. Five percent of customers indicate that the services they receive through Personal Care Services meet their needs some of the time and 1% indicates the services seldom meet their needs.

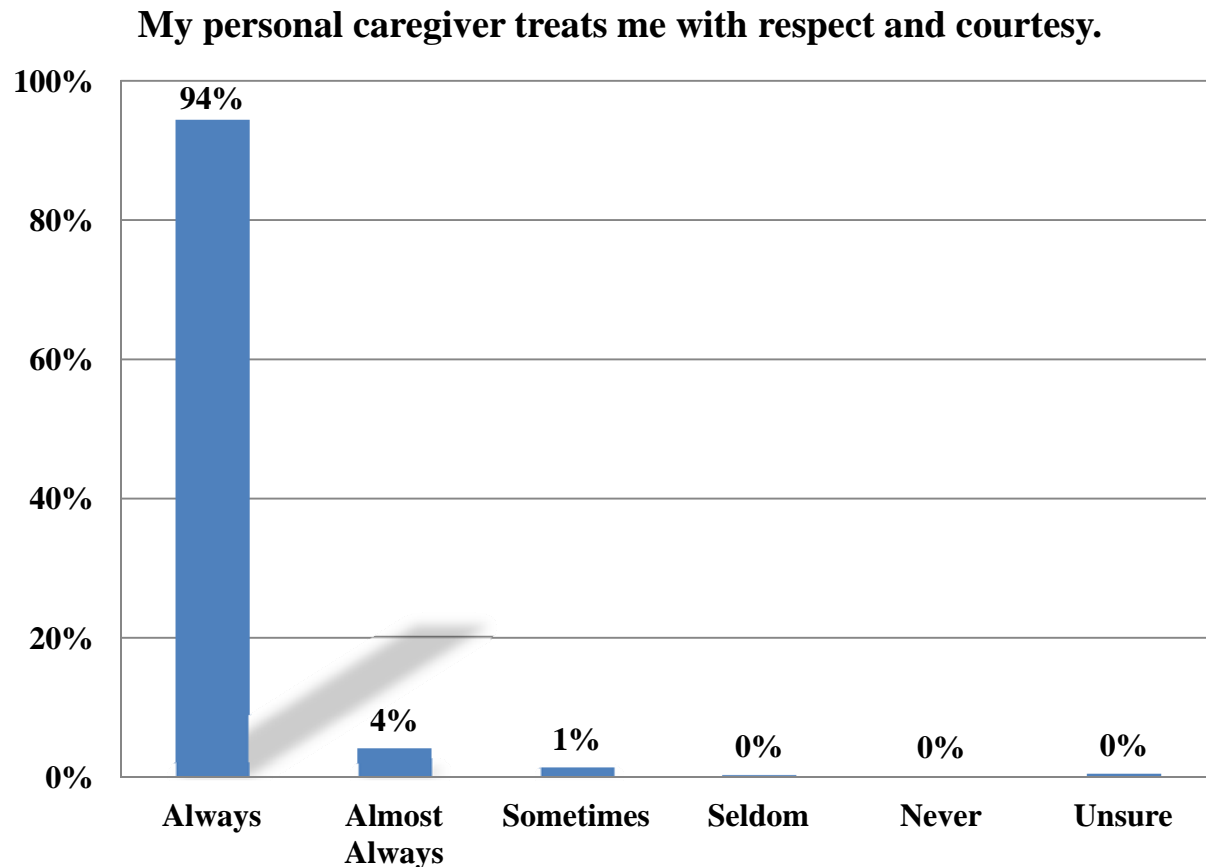
By Year:

- In 2008, 88% rated as always or almost always.
- In 2009, 87% rated as always or almost always.
- In 2010, 93% rated as always or almost always.

**The Personal Care Services I receive meet my needs.  
Summary by Group and Agency Providing Services  
(% always or almost always)**

<b>Personal Care Services Total</b>	<b>94%</b>
Consumer Directed	96%
Surrogate Directed	93%
Agency Directed (total)	94%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	90%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	77%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	92%
Visiting Nurse Association, Chitt& Grand Isle	92%
VNA & Hospice of Southwestern Vermont Health Care	100%

**Nearly all customers (98%) indicate that the caregivers in Personal Care Services always or almost always treat them with respect and courtesy.**



**Comments:**

Among those receiving services through Personal Care Services, 94% indicate their caregivers always treat them with respect and courtesy, up from 85% in 2010. Four percent indicate their caregivers almost always treat them with respect and courtesy. Only 1% of customers receiving services through Personal Care Services indicate their caregivers treat them with respect and courtesy only some of the time.

By Year:

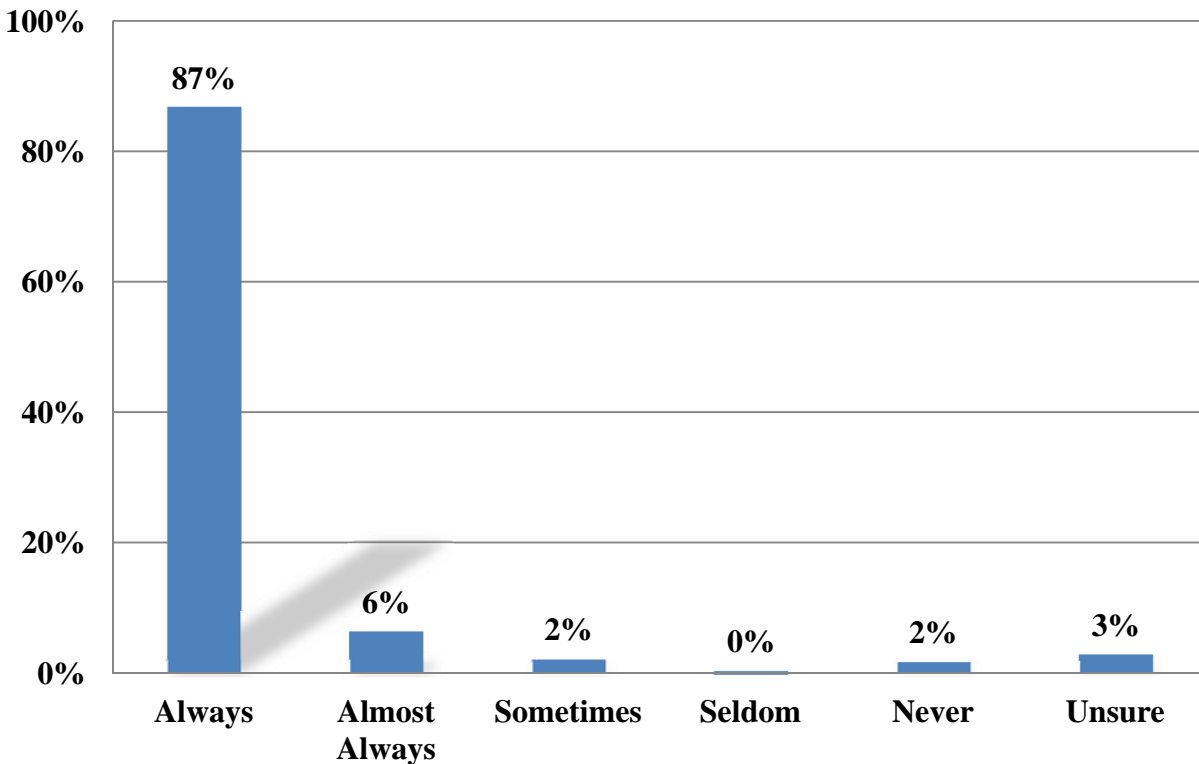
- In 2008, 92% rated as always or almost always.
- In 2009, 92% rated as always or almost always.
- In 2010, 97% rated as always or almost always.

**My personal caregiver treats me with respect and courtesy.**  
**Summary by Group and Agency Providing Services**  
 (% always or almost always)

<b>Personal Care Services Total</b>	<b>98%</b>
Consumer Directed	100%
Surrogate Directed	100%
Agency Directed (total)	97%
Addison County Home Health Agency	98%
Bayada Professional Nurses Service Inc	87%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chitt& Grand Isle	100%
VNA & Hospice of Southwestern Vermont Health Care	100%

**93% of customers always or almost always know who to contact if they have a complaint about Personal Care Services or need more help.**

**I know who to contact if I have a complaint about Personal Care Services or if I need more help.**



**Comments:**

Among those receiving services through Personal Care Services, 87% indicate they always know who to contact if they have a complaint or if they need more help. Another 6% indicate they almost always know who to contact. Two percent of customers indicate they know who to contact some of the time. Only 2% of customers receiving services through Personal Care Services indicate they never know who to contact if they have a complaint or if they need more help.

By Year:

- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 92% rated as always or almost always.

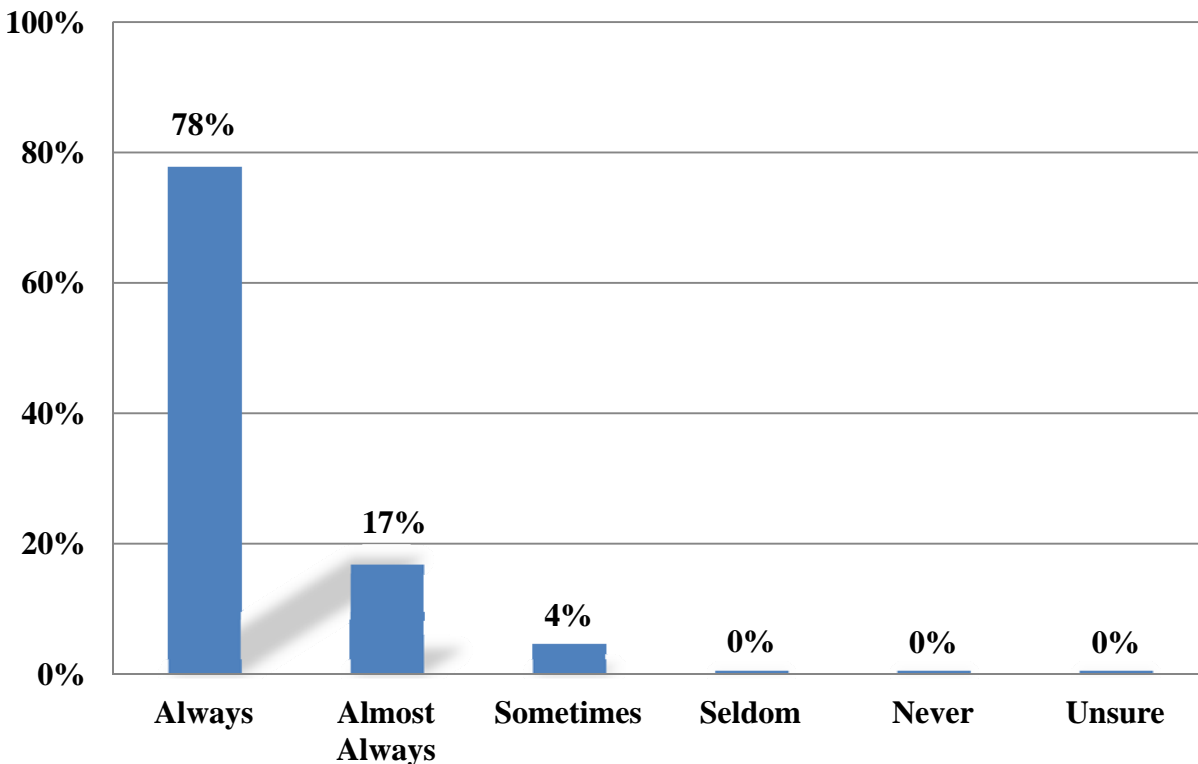
**I know who to contact if I have a complaint about Personal Care Services or if I need more help.**

**Summary by Group and Agency Providing Services  
(% always or almost always)**

<b>Personal Care Services Total</b>	<b>93%</b>
Consumer Directed	94%
Surrogate Directed	89%
Agency Directed (total)	95%
Addison County Home Health Agency	94%
Bayada Professional Nurses Service Inc	96%
Caledonia Home Health	97%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	95%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	87%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chitt& Grand Isle	96%
VNA & Hospice of Southwestern Vermont Health Care	100%

**95% of customers indicate that Personal Care Services always or almost always provides services to them when and where they are needed.**

**Personal Care Services are provided to me when and where I need them.**



**Comments:**

Among those receiving services through Personal Care Services, 78% indicate they are always provided services when and where they are needed compared to 75% in 2010. Another 17% indicate services are almost always provided when and where they are needed. Four percent of customers indicate that services are provided when and where needed through Personal Care Services some of the time.

**By Year:**

- In 2008, 90% rated as always or almost always.
- In 2009, 86% rated as always or almost always.
- In 2010, 93% rated as always or almost always.
-

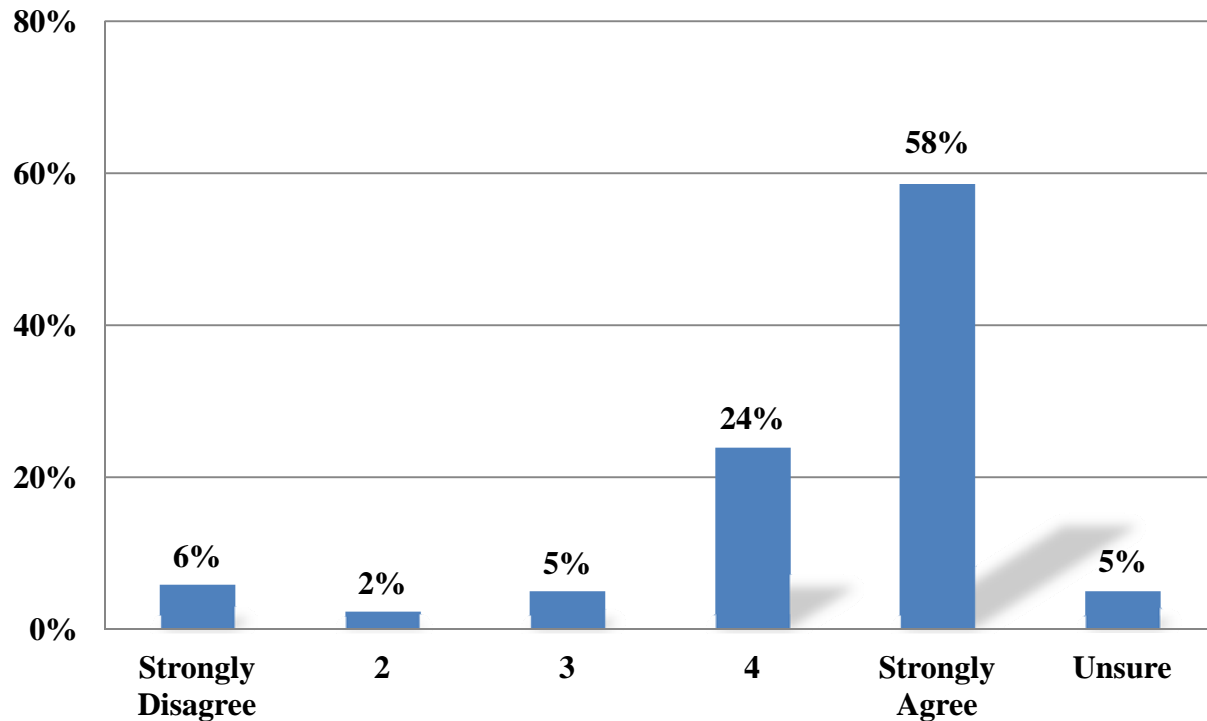
**Personal Care Services are provided to me when and where I need them.  
Summary by Group and Agency Providing Services  
(% always or almost always)**

<b>Personal Care Services Total</b>	<b>95%</b>
Consumer Directed	92%
Surrogate Directed	96%
Agency Directed (total)	94%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	85%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	81%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chitt& Grand Isle	96%
VNA & Hospice of Southwestern Vermont Health Care	100%



**82% of customers agree that they were able to choose their Personal Care Services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Personal Care Services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose my Personal Care Services.

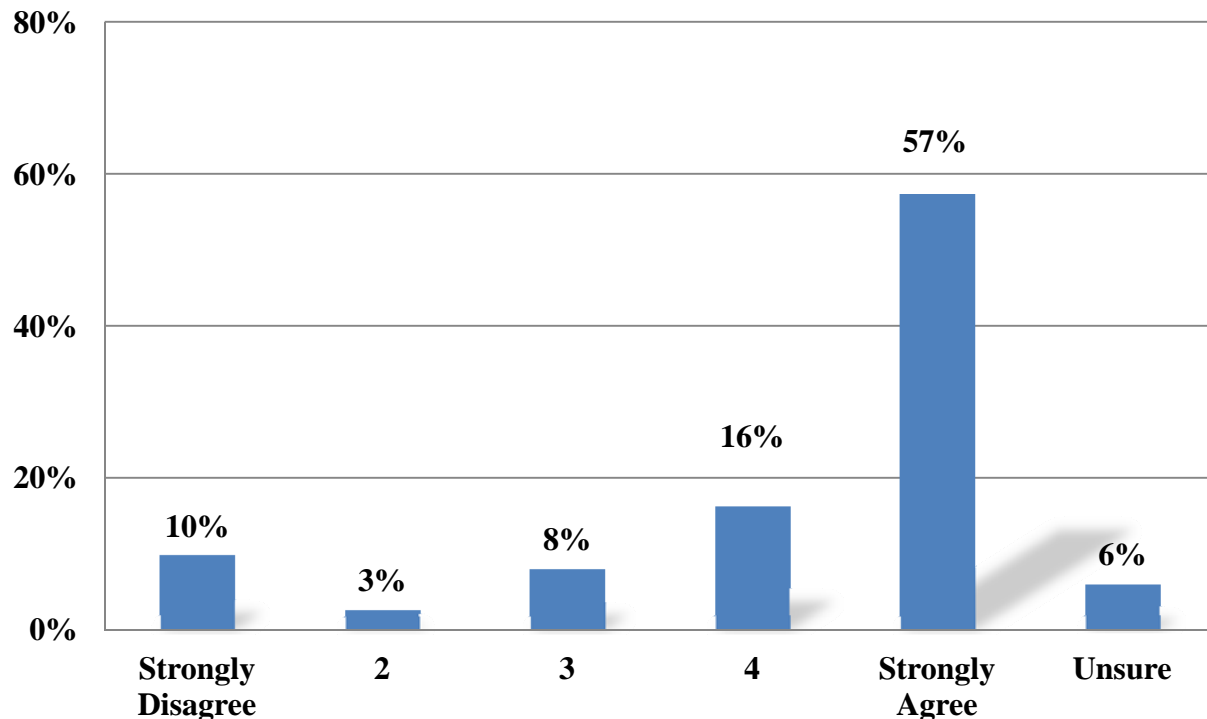
Fifty-eight percent of customers strongly agree that they were able to choose their Personal Care Services and 24% agree that they were able to choose their Personal Care Services (rating as a 4 on the five-point scale). Five percent neither agree nor disagree (rating as a 3). Six percent of customers strongly disagree and 2% disagree (rating as a 2) that they were able to choose their Personal Care Services. Five percent of customers are unsure.

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Personal Care Services.**  
 (% agree or strongly agree)

<b>Personal Care Services Total</b>	<b>82%</b>
Consumer Directed	89%
Surrogate Directed	90%
Agency Directed (total)	74%
Addison County Home Health Agency	73%
Bayada Professional Nurses Service Inc	84%
Caledonia Home Health	71%
Central VT Home Health Agency & Hospice	51%
Franklin County Home Health & Hospice	63%
Lamoille Home Health Agency & Hospice	65%
Orleans-Essex VNA Association & Hospice, Inc.	71%
Rutland Area VNA Hospice	87%
Visiting Nurse Alliance of VT & New Hampshire	52%
Visiting Nurse Association, Chitt& Grand Isle	81%
VNA & Hospice of Southwestern Vermont Health Care	51%

**73% of customers agree that they were able to choose the provider of their Personal Care Services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Personal Care Services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the provider of my Personal Care Services.

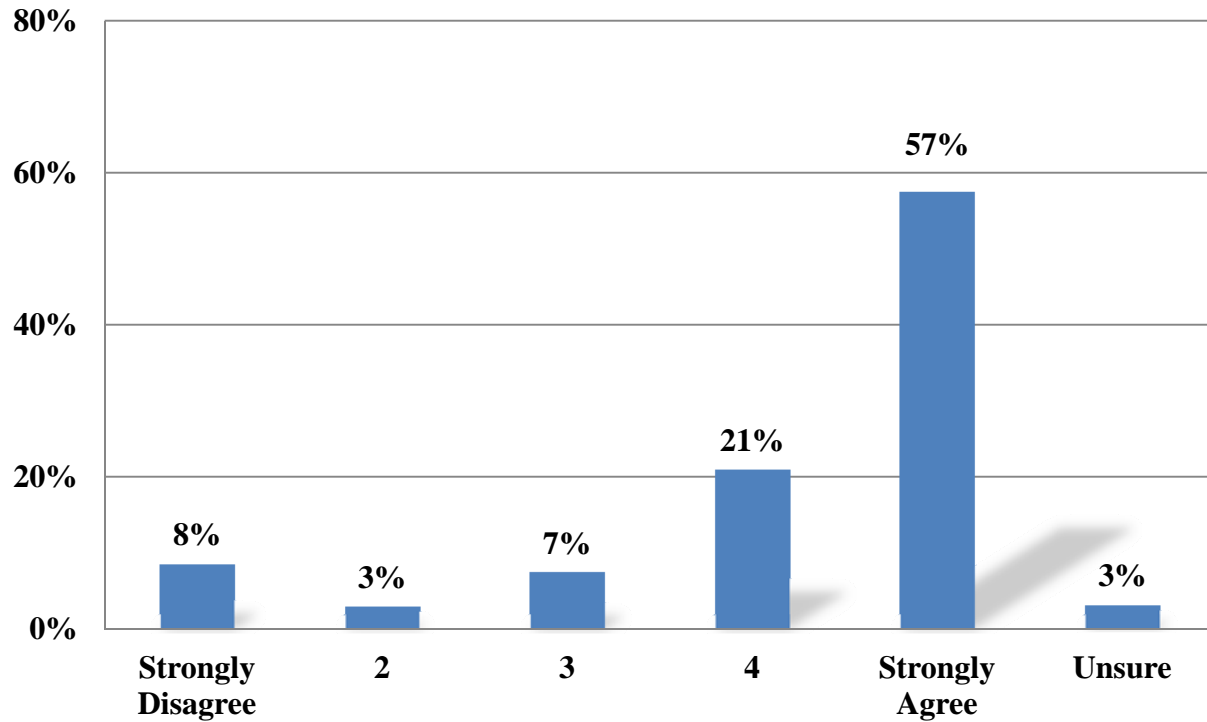
Fifty-seven percent of customers strongly agree that they were able to choose the provider of their Personal Care Services and 16% agree that they were able to choose their provider (rating as a 4 on the five-point scale). Eight percent neither agree nor disagree (rating as a 3). Ten percent of customers strongly disagree and 3% disagree (rating as a 2) that they were able to choose the provider of their Personal Care Services. Six percent of customers are unsure.

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Personal Care Services.**  
 (% agree or strongly agree)

<b>Personal Care Services Total</b>	<b>73%</b>
Consumer Directed	84%
Surrogate Directed	83%
Agency Directed (total)	63%
Addison County Home Health Agency	58%
Bayada Professional Nurses Service Inc	79%
Caledonia Home Health	54%
Central VT Home Health Agency & Hospice	37%
Franklin County Home Health & Hospice	44%
Lamoille Home Health Agency & Hospice	35%
Orleans-Essex VNA Association & Hospice, Inc.	57%
Rutland Area VNA Hospice	87%
Visiting Nurse Alliance of VT & New Hampshire	70%
Visiting Nurse Association, Chitt& Grand Isle	65%
VNA & Hospice of Southwestern Vermont Health Care	51%

**78% of customers agree that they were able to choose the scheduling of their Personal Care Services to meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Personal Care Services that meets my needs.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the scheduling of Personal Care Services that meets my needs.

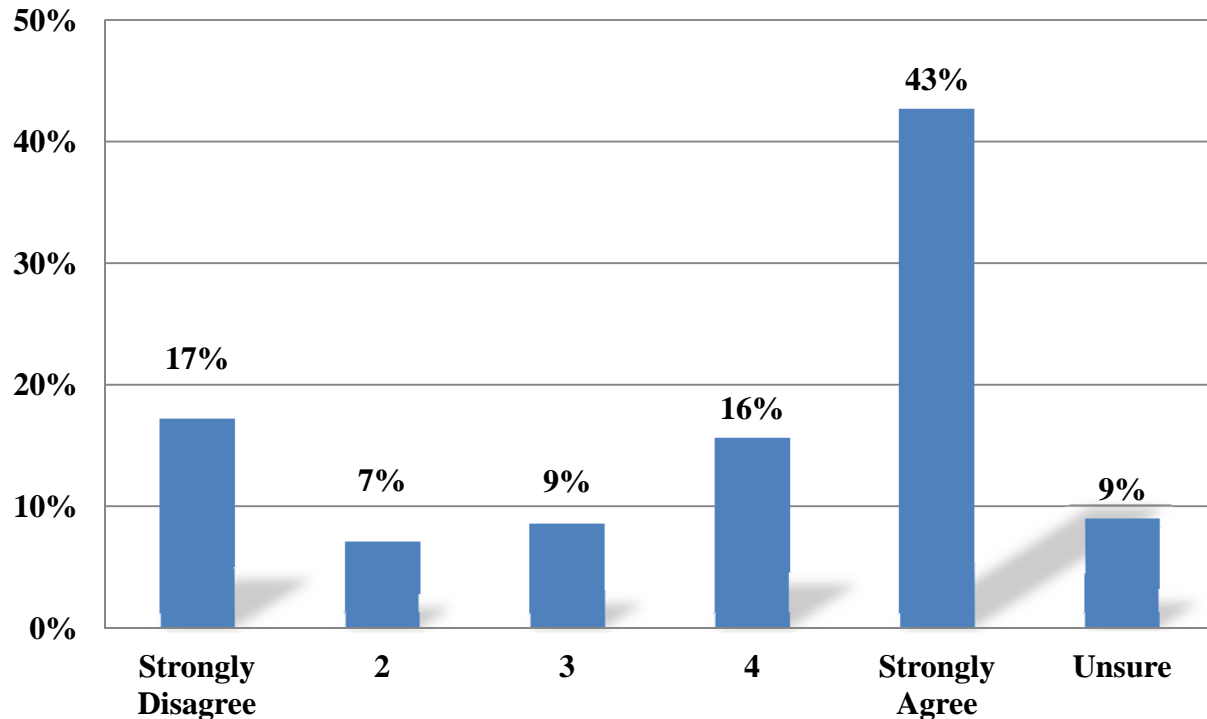
Fifty-seven percent of customers strongly agree that they were able to choose the scheduling of their Personal Care Services and 21% agree that they were able to choose the scheduling to meet their needs (rating as a 4 on the five-point scale). Seven percent neither agree nor disagree (rating as a 3). Eight percent of customers strongly disagree and 3% disagree (rating as a 2) that they were able to choose the scheduling of their Personal Care Services to meet their needs. Three percent of customers are unsure.

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Personal Care Services that meets my needs.**  
 (% agree or strongly agree)

<b>Personal Care Services Total</b>	<b>78%</b>
Consumer Directed	80%
Surrogate Directed	86%
Agency Directed (total)	72%
Addison County Home Health Agency	72%
Bayada Professional Nurses Service Inc	81%
Caledonia Home Health	59%
Central VT Home Health Agency & Hospice	90%
Franklin County Home Health & Hospice	54%
Lamoille Home Health Agency & Hospice	65%
Orleans-Essex VNA Association & Hospice, Inc.	57%
Rutland Area VNA Hospice	74%
Visiting Nurse Alliance of VT & New Hampshire	86%
Visiting Nurse Association, Chitt& Grand Isle	72%
VNA & Hospice of Southwestern Vermont Health Care	100%

**59% of customers agree that they were able to choose their Personal Care Services provider from a variety of providers.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to select my Personal Care Services provider from a variety of providers.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to select my Personal Care Services provider from a variety of providers.

Forty-three percent of customers strongly agree that they were able to choose their Personal Care Services provider from a variety of providers and 16% agree that they were able to choose from a variety of providers (rating as a 4 on the five-point scale). Nine percent neither agree nor disagree (rating as a 3). Seventeen percent of customers strongly disagree and 7% disagree (rating as a 2) that they were able to choose their Personal Care Services provider from a variety of providers. Nine percent of customers are unsure.

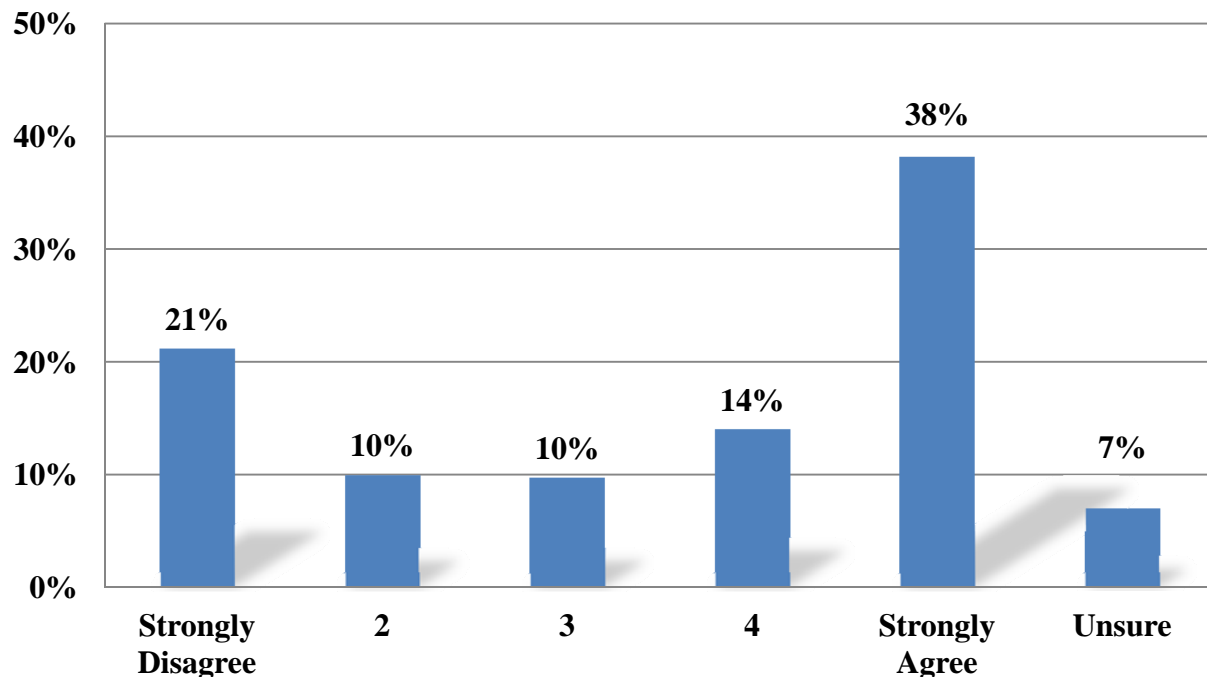
**Please tell me how strongly you agree or disagree with the following statement: I was able to select my Personal Care Services provider from a variety of providers.**  
**(% agree or strongly agree)**

<b>Personal Care Services Total</b>	<b>59%</b>
Consumer Directed	68%
Surrogate Directed	64%
Agency Directed (total)	51%
Addison County Home Health Agency	56%
Bayada Professional Nurses Service Inc	62%
Caledonia Home Health	59%
Central VT Home Health Agency & Hospice	0%
Franklin County Home Health & Hospice	31%
Lamoille Home Health Agency & Hospice	65%
Orleans-Essex VNA Association & Hospice, Inc.	57%
Rutland Area VNA Hospice	74%
Visiting Nurse Alliance of VT & New Hampshire	25%
Visiting Nurse Association, Chitt& Grand Isle	47%
VNA & Hospice of Southwestern Vermont Health Care	49%



**52% of customers agree that having more providers offering Personal Care Services would allow customers to better meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Personal Care Services would allow me to better meet my needs.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Having more providers who offer Personal Care Services would allow me to better meet my needs.

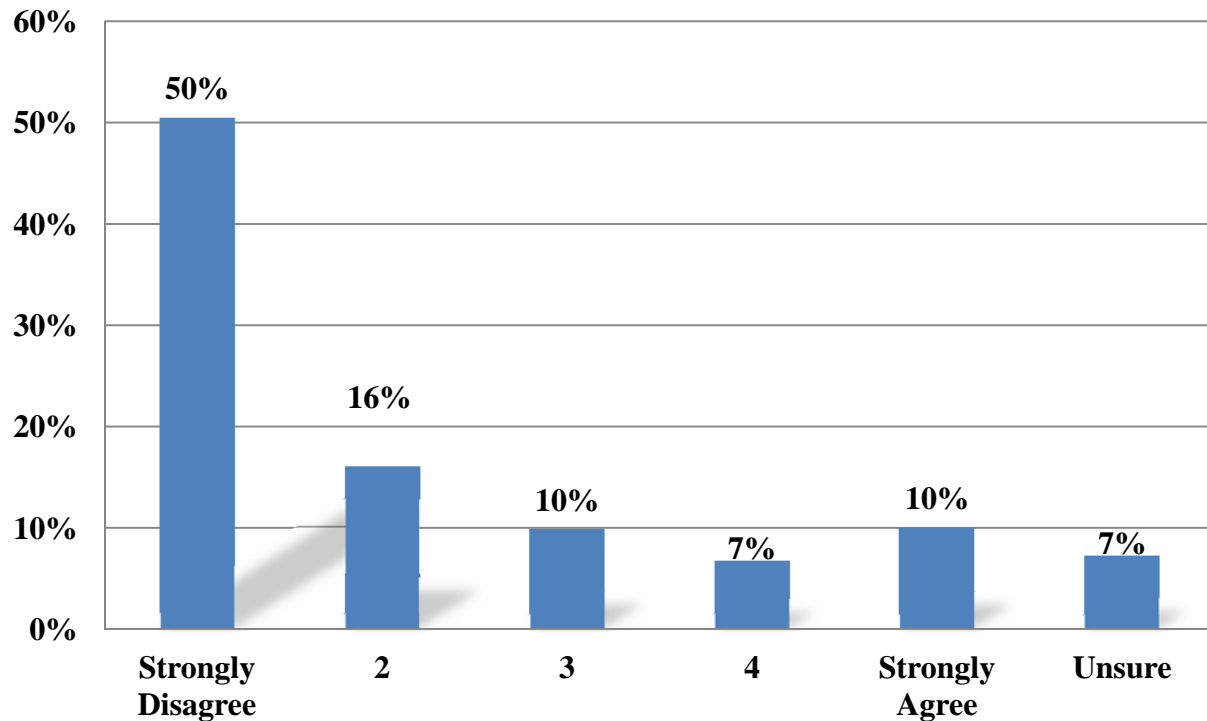
Thirty-eight percent of customers strongly agree that having more providers would allow the customer to better meet their needs and 16% agree that having more providers would allow the customer to better meet their needs (rating as a 4 on the five-point scale). Ten percent neither agree nor disagree (rating as a 3). Twenty-one percent of customers strongly disagree and 10% disagree (rating as a 2) that having more providers would allow the customer to better meet their needs. Seven percent of customers are unsure.

**Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Personal Care Services would allow me to better meet my needs.**  
**(% agree or strongly agree)**

<b>Personal Care Services Total</b>	<b>52%</b>
Consumer Directed	61%
Surrogate Directed	46%
Agency Directed (total)	53%
Addison County Home Health Agency	62%
Bayada Professional Nurses Service Inc	57%
Caledonia Home Health	47%
Central VT Home Health Agency & Hospice	0%
Franklin County Home Health & Hospice	46%
Lamoille Home Health Agency & Hospice	65%
Orleans-Essex VNA Association & Hospice, Inc.	71%
Rutland Area VNA Hospice	51%
Visiting Nurse Alliance of VT & New Hampshire	61%
Visiting Nurse Association, Chitt& Grand Isle	54%
VNA & Hospice of Southwestern Vermont Health Care	49%

**66% of customers DISagree that there are Personal Care Services that they need but cannot get.**

**Please tell me how strongly you agree or disagree with the following statement: There are Personal Care Services that I need that I cannot get.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- There are Personal Care Services that I need that I cannot get.

Only 10% percent of customers strongly agree that there are Personal Care Services that they need but cannot get and 7% agree that there are services they cannot get (rating as a 4 on the five-point scale). Ten percent neither agree nor disagree (rating as a 3). Fifty percent of customers strongly disagree and 16% disagree (rating as a 2) that there are Personal Care Services that they need but cannot get. Seven percent of customers are unsure.

Among the 17% that indicate they are Personal Care Services that they need but cannot get, the most commonly mentioned services are transportation assistance (17% of these customers), the need for more in-home health care (9%), simply the need for more help or more time from the caregiver (8%), dental or vision coverage (8%), more assistance with bathing or grooming (6%), more help getting up (6%), and physical therapy (6%), among other responses.

**Please tell me how strongly you agree or disagree with the following statement: There are Personal Care Services that I need that I cannot get.**  
**(% DISagree or strongly DISagree)**

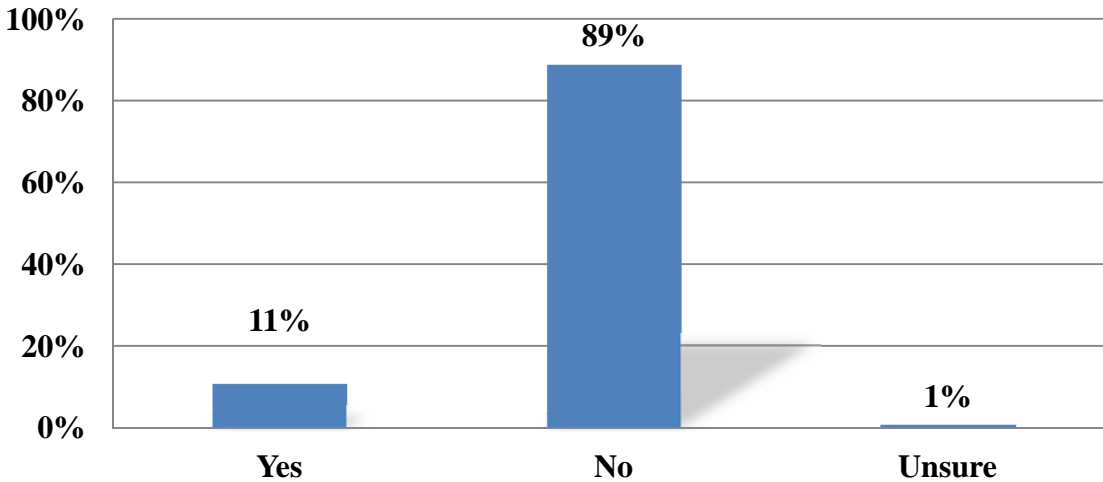
<b>Personal Care Services Total</b>	<b>66%</b>
Consumer Directed	62%
Surrogate Directed	78%
Agency Directed (total)	61%
Addison County Home Health Agency	61%
Bayada Professional Nurses Service Inc	54%
Caledonia Home Health	91%
Central VT Home Health Agency & Hospice	62%
Franklin County Home Health & Hospice	37%
Lamoille Home Health Agency & Hospice	65%
Orleans-Essex VNA Association & Hospice, Inc.	55%
Rutland Area VNA Hospice	75%
Visiting Nurse Alliance of VT & New Hampshire	33%
Visiting Nurse Association, Chitt& Grand Isle	60%
VNA & Hospice of Southwestern Vermont Health Care	100%

### What are these Personal Care Services that you need but cannot get?

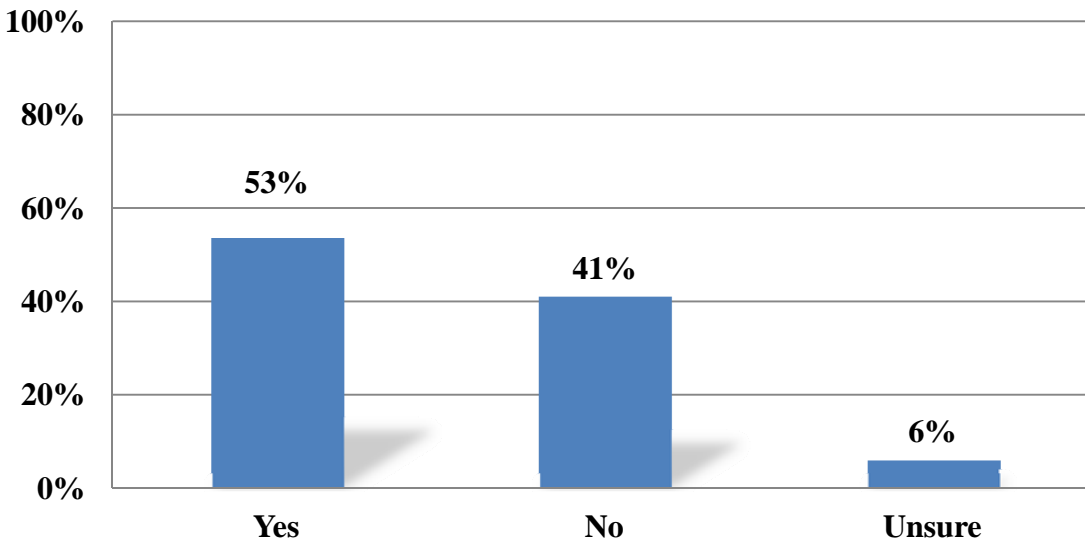
Category	%
Transportation assistance	17%
Prefer more care - in-home healthcare	9%
Need more help, more time	8%
Dental, vision coverage	8%
Assistance with bathing, grooming	6%
Need more help getting up, spouse not supposed to do it	6%
Physical therapy care and products	6%
Assistance with bigger tasks and chores at home	4%
Prefer more care - household chores	4%
Respite care	3%
More flexible services	3%
Caregivers not paid enough, need benefits	3%
Would like to go to store myself; choose stores	3%
Prefer more care - meal preparation	3%
Caregivers unresponsive to needs	3%
Other medical care coverage	2%
Poor professional skills; rudeness, gossiping, cell phone use	2%
Insurance complication or lack of coverage	2%
Positive comment in general	2%
Disorganized; services inconsistent	2%
Short-staffed; need to have back-ups in place when caregiver is out for day	2%
Hearing aids, Dentures, Eyeglasses	1%
Assistance affording wheelchair, ramp, chairlift	1%
No follow-through, get run around	1%
Unsure	21%
Total	100%

**Only 11% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 53% indicate that Personal Care Services worked to resolve their problems.**

**Have you experienced any problems with Personal Care Services during the past 12 months?**



**Did Personal Care Services work to resolve any problems?**



## Comments:

Among those receiving services through Personal Care Services, only 11% report they have experienced problems during the past 12 months. This is down from 16% in 2010.

Among those experiencing problems, 9% indicate problems with communication with caregivers (who is coming and when), 8% indicate that caregivers are unreliable, 8% indicate conflicts with caregivers, 8% mention scheduling problems, 7% indicate the need for improved training, and 6% indicate the need to have back-ups in place in cases where providers are short-staffed.

Fifty-three percent of customers that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems. However this is down from 67% in 2010.

### Summary by Group and Agency Providing Services

	% Experiencing Problems	% Indicating Worked to Resolve Problem
<b>Personal Care Services Total</b>	<b>11%</b>	<b>53%</b>
Consumer Directed	12%	58%
Surrogate Directed	8%	36%
Agency Directed (total)	12%	59%
Addison County Home Health Agency	7%	100%
Bayada Professional Nurses Service Inc	23%	65%
Caledonia Home Health	9%	0%
Central VT Home Health Agency & Hospice	0%	---
Franklin County Home Health & Hospice	19%	100%
Lamoille Home Health Agency & Hospice	0%	---
Orleans-Essex VNA Association & Hospice, Inc.	0%	---
Rutland Area VNA Hospice	12%	0%
Visiting Nurse Alliance of VT & New Hampshire	17%	53%
Visiting Nurse Association, Chitt& Grand Isle	12%	53%

**What problems did you experience with Personal Care Services during the past 12 months?**  
**(% among customers experiencing problem during the past 12 months)**

<b>Category</b>	<b>%</b>
Improve communication; who is coming, and when	9%
Broken promises; unreliable	8%
Personality, temperament conflicts with caregivers	8%
Scheduling problems, switching employees	8%
Improve training; work skills & professionalism	7%
Short-staffed; need to have back-ups in place when caregiver is out for day	6%
Better oversight of caregivers going into private homes	5%
Transportation assistance	5%
Assistance affording wheelchair, ramp, chairlift	5%
Concerns of physical abuse	5%
Better screening of caregivers	5%
Lack of contact, communication with case worker	4%
Problems with payments	4%
Need more help, more time	4%
Poor communication	4%
Not given enough assistance, help	4%
Slow to return calls	4%
Caregivers unresponsive to needs	4%
Keep cutting hours, need more help	4%
New caregivers need more training	3%
Laziness; do not want or know how to work	3%
Did not receive needed assistance	2%
Personnel changes, having to train new staff	2%
Request better scheduling, planning	2%
Tardiness	2%
Understaffed	1%
Short-staffed, not enough help	1%
Unsure	14%
Total	100%



**The main ideas for service improvement include that the customer needs more help and needs more access to providers.**

**Is there anything that could improve the Personal Care Services offered to you and others?**

Category	%
Need more help, more time	7%
Access to more providers	5%
Caregivers not paid enough, need benefits	3%
Scheduling problems, switching employees	2%
Good when they show up, inconsistent attendance	1%
Poor professional skills; rudeness, gossiping, cell phone use	1%
Better oversight of caregivers going into private homes	1%
Would like more time for running errands	1%
Prefer more care - household chores	1%
Personality, temperament conflicts with caregivers	1%
Need companionship	1%
Transportation assistance	1%
Caregivers unresponsive to needs	1%
Respite care	1%
Tardiness	1%
Assistance with bathing, grooming	1%
New caregivers need more training	1%
More flexible services	1%
Nothing	66%
Unsure	9%
Total	100%

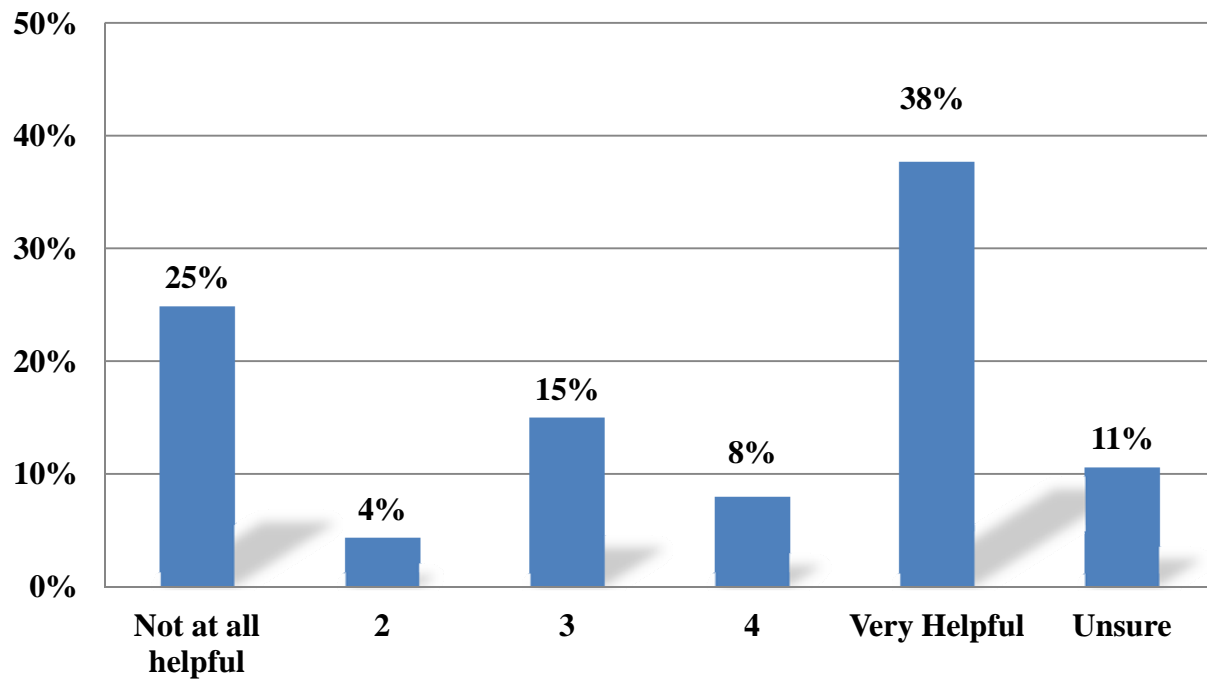
#### **Comments:**

Among those receiving services through Personal Care Services, 25% offered suggestions for improving the services provided to customers.

Seven percent of customers indicate that they simply need more help while 5% would like access to more providers. Three percent indicate that caregivers should be paid more or that caregivers need to receive benefits. Two percent of customers indicate the need to better handle scheduling problems, among other responses.

**Nearly half of customers (46%) indicate it would be helpful or very helpful to add new Personal Care Services providers.**

**Vermont is looking at possibly adding new providers of Personal Care Services. Based on your experience, how helpful would adding new providers of Personal Care Services be to you?**



**Comments:**

Thirty-eight percent of customers indicate that it would be very helpful to add new providers of Personal Care Services and another 8% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Fifteen percent are neutral (rating as a 3). Twenty-five percent of customers indicate that it would not be helpful at all and 4% indicate it would not be very helpful (rating as a 2) to customers to add new providers of Personal Care Services. Eleven percent of customers are unsure.

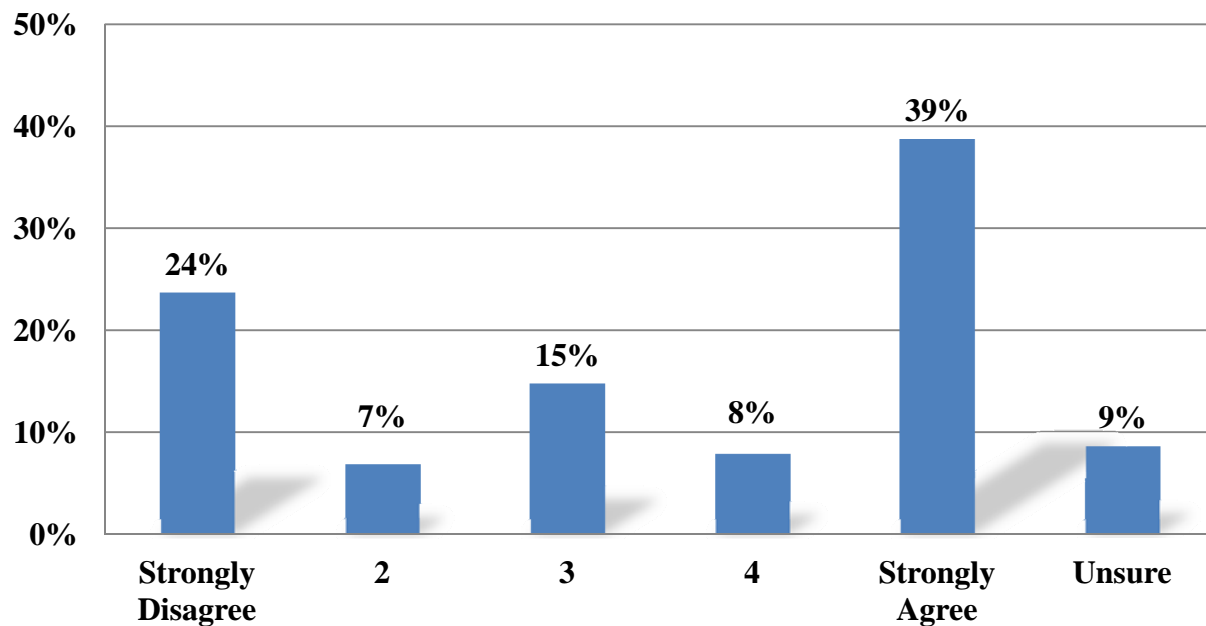
**Vermont is looking at possibly adding new providers of Personal Care Services. Based on your experience, how helpful would adding new providers of Personal Care Services be to you?**

**(% helpful or very helpful)**

<b>Personal Care Services Total</b>	<b>46%</b>
Consumer Directed	47%
Surrogate Directed	37%
Agency Directed (total)	56%
Addison County Home Health Agency	61%
Bayada Professional Nurses Service Inc	59%
Caledonia Home Health	38%
Central VT Home Health Agency & Hospice	21%
Franklin County Home Health & Hospice	64%
Lamoille Home Health Agency & Hospice	35%
Orleans-Essex VNA Association & Hospice, Inc.	80%
Rutland Area VNA Hospice	38%
Visiting Nurse Alliance of VT & New Hampshire	83%
Visiting Nurse Association, Chitt& Grand Isle	57%
VNA & Hospice of Southwestern Vermont Health Care	100%

**47% of customers agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.

Thirty-nine percent of customers strongly agree that adding new providers of Personal Care Services would improve their ability to have services where and when the customer needed services and 8% agree that adding new providers would improve their ability to have services when and where needed (rating as a 4 on the five-point scale). Fifteen percent neither agree nor disagree (rating as a 3). Twenty-four percent of customers strongly disagree and 7% disagree (rating as a 2) that adding new providers of Personal Care Services would improve their ability to have services where and when the customer needed service. Nine percent of customers are unsure.

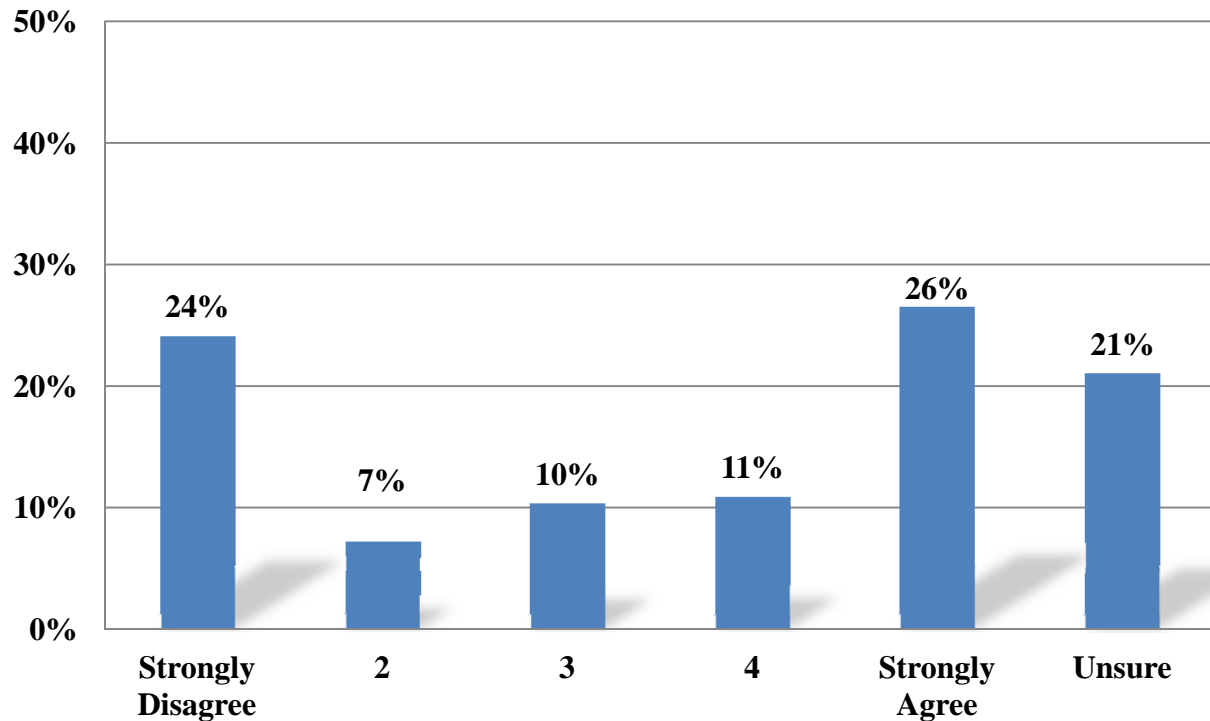
**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.**

**(% agree or strongly agree)**

<b>Personal Care Services Total</b>	<b>47%</b>
Consumer Directed	49%
Surrogate Directed	41%
Agency Directed (total)	49%
Addison County Home Health Agency	45%
Bayada Professional Nurses Service Inc	58%
Caledonia Home Health	38%
Central VT Home Health Agency & Hospice	0%
Franklin County Home Health & Hospice	34%
Lamoille Home Health Agency & Hospice	35%
Orleans-Essex VNA Association & Hospice, Inc.	86%
Rutland Area VNA Hospice	39%
Visiting Nurse Alliance of VT & New Hampshire	67%
Visiting Nurse Association, Chitt& Grand Isle	55%
VNA & Hospice of Southwestern Vermont Health Care	51%

**Less than four in ten customers (37%) agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the cost effectiveness of my services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Personal Care Services would improve the cost effectiveness of my services.

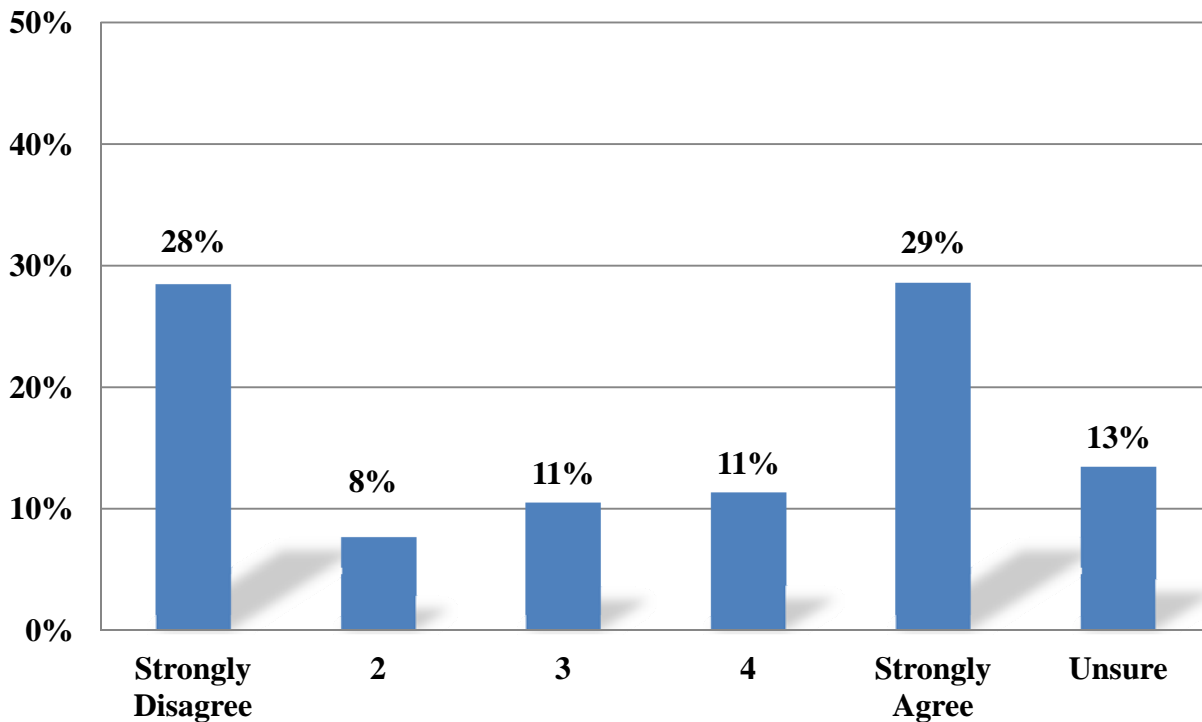
Twenty-six percent of customers strongly agree that adding new providers of Personal Care Services would improve the cost effectiveness of services and 11% agree that adding new providers would improve their cost effectiveness (rating as a 4 on the five-point scale). Ten percent neither agree nor disagree (rating as a 3). Twenty-four percent of customers strongly disagree and 7% disagree (rating as a 2) that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive. Twenty-one percent of customers are unsure.

**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the cost effectiveness of my services.**  
 (% agree or strongly agree)

<b>Personal Care Services Total</b>	<b>37%</b>
Consumer Directed	36%
Surrogate Directed	28%
Agency Directed (total)	45%
Addison County Home Health Agency	25%
Bayada Professional Nurses Service Inc	56%
Caledonia Home Health	33%
Central VT Home Health Agency & Hospice	0%
Franklin County Home Health & Hospice	41%
Lamoille Home Health Agency & Hospice	35%
Orleans-Essex VNA Association & Hospice, Inc.	65%
Rutland Area VNA Hospice	26%
Visiting Nurse Alliance of VT & New Hampshire	60%
Visiting Nurse Association, Chitt& Grand Isle	58%
VNA & Hospice of Southwestern Vermont Health Care	51%

**Four in ten customers (40%) agree that adding new providers of Personal Care Services would improve the quality of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the quality of my services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Personal Care Services would improve the quality of my services.

Twenty-nine percent of customers strongly agree that adding new providers of Personal Care Services would improve the quality of services and 11% agree that adding new providers would improve their quality (rating as a 4 on the five-point scale). Eleven percent neither agree nor disagree (rating as a 3). Twenty-eight percent of customers strongly disagree and 8% disagree (rating as a 2) that adding new providers of Personal Care Services would improve quality of the services they receive. Thirteen percent of customers are unsure.



**How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the quality of my services.**  
**(% agree or strongly agree)**

<b>Personal Care Services Total</b>	<b>40%</b>
Consumer Directed	43%
Surrogate Directed	31%
Agency Directed (total)	45%
Addison County Home Health Agency	49%
Bayada Professional Nurses Service Inc	48%
Caledonia Home Health	23%
Central VT Home Health Agency & Hospice	0%
Franklin County Home Health & Hospice	28%
Lamoille Home Health Agency & Hospice	35%
Orleans-Essex VNA Association & Hospice, Inc.	80%
Rutland Area VNA Hospice	26%
Visiting Nurse Alliance of VT & New Hampshire	59%
Visiting Nurse Association, Chitt& Grand Isle	59%
VNA & Hospice of Southwestern Vermont Health Care	51%

**The comments offered by respondents about adding new providers include the need for more choice and control of care, access to more providers, and their satisfaction with their current provider, among others.**

**Do you have any other comments about adding new providers?**

<b>Category</b>	<b>%</b>
More choice and control of care	3%
Access to more providers	3%
Happy with current provider	3%
Prefer a familiar caregiver, homemaker	2%
Not helpful to add more providers	2%
New caregivers need more training	1%
Need more help, more time	1%
Cost, too expensive	1%
Prefer more care - in-home healthcare	1%
Short-staffed; need to have back-ups in place when caregiver is out for day	1%
Nothing	82%
Unsure	1%
Total	100%

**Comments:**

Seventeen percent of customers offered comments about adding new providers. Among all customers receiving Personal Care Services, 3% indicate the need for more choice and control of their care. Three percent see a need for access to more providers while 3% are satisfied with their current provider. Other comments include that the customer prefers a familiar caregiver (2%), and that it would not be helpful to add additional providers (2%), among others.

## F. Flexible Choices

**The results in this section are based on 57 completed surveys.**

These respondents were asked the same series of questions about Flexible Choices Services as those receiving consumer, surrogate, or home health agency directed Personal Care Services.

### Key Findings

- Nearly all customers (94%) are very or somewhat satisfied with Flexible Choices services.
- More than nine in ten customers (91%) rate the quality of services they receive through Flexible Choices as excellent or good.
- Nearly nine in ten customers (87%) indicate the services they receive from Flexible Choices always or almost always meet their needs.
- 93% of customers indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.
- 85% of customers always or almost always know who to contact if they have a complaint about Flexible Choices or need more help.
- 91% of customers indicate that Flexible Choices always or almost always provides services to them when and where they are needed.
- 85% of customers agree that they were able to choose their Flexible Choices services.
- 81% of customers agree that they were able to choose the provider of their Flexible Choices services.
- 92% of customers agree that they were able to choose the scheduling of their Flexible Choices services to meet their needs.
- 65% of customers agree that they were able to choose their Flexible Choices services provider from a variety of providers.
- 50% of customers agree that having more providers offering Flexible Choices services would allow customers to better meet their needs.
- 69% of customers DISagree that there are Flexible Choices services that they need but cannot get.

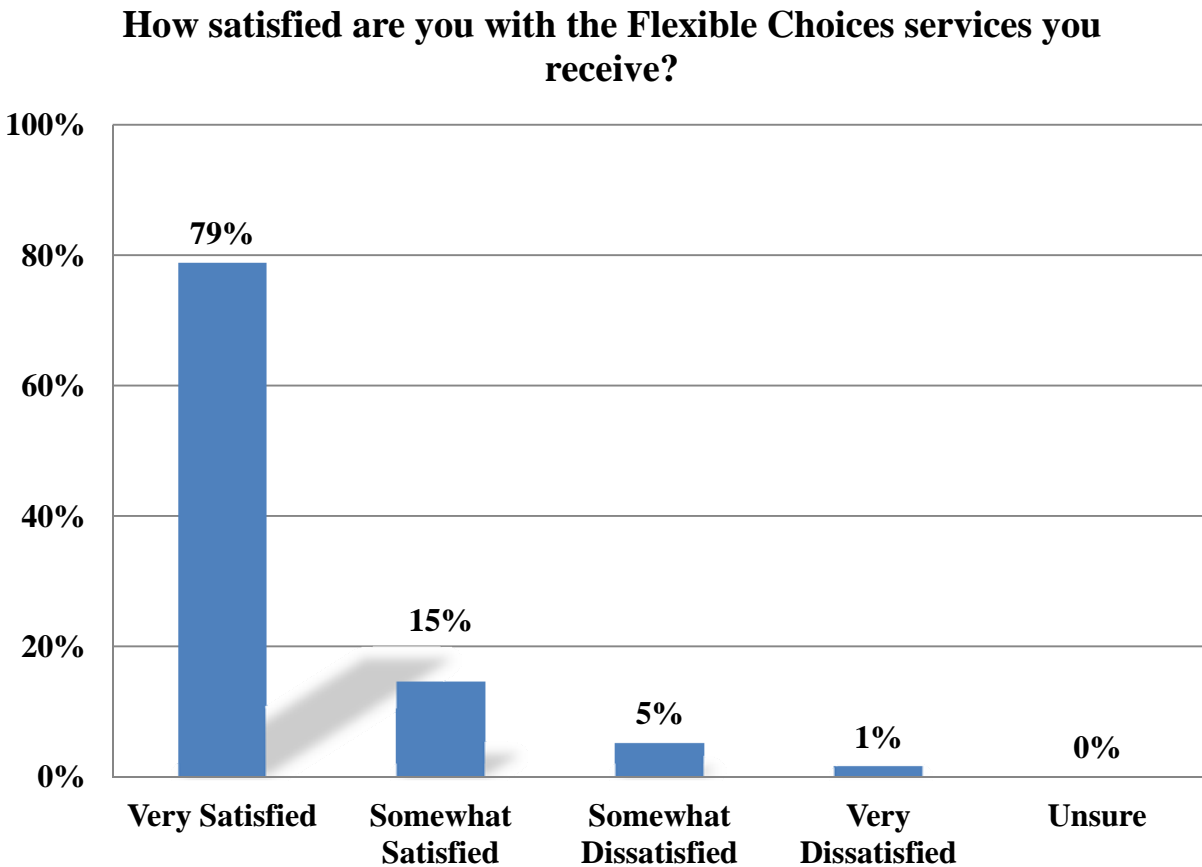
- **Only 15% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, only 22% indicate that Flexible Choices worked to resolve their problems.**
- **The main ideas for service improvement include that the customer needs more help, better compensation for caregivers, and the need for training of new caregivers, among others.**
- **55% of customers indicate it would be helpful or very helpful to add new Flexible Choices providers.**
- **53% of customers agree that adding new providers of Flexible Choices services would improve their ability to have services when and where needed.**
- **Less than four in ten customers (37%) agree that adding new providers of Flexible Choices services would improve the cost effectiveness of the services they receive.**
- **More than four in ten customers (43%) agree that adding new providers of Flexible Choices services would improve the quality of the services they receive.**
- **The comment offered by respondents about adding new providers are the need for access to more providers, more choice and control of care, and their satisfaction with their current provider.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through Flexible Choices are comparable to those observed among all customers.

### Summary of Overall Ratings of Quality

	Flexible Choices	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	80%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	93%
How would you rate the timeliness of your services? (% excellent or good)	91%	85%
How would you rate when you receive your services or care? (% excellent or good)	93%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	93%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	93%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	90%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	84%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	90%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	94%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	73%	73%
Has the help you received made your life...? (% somewhat or much better)	96%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	93%	81%

**Nearly all customers (94%) are very or somewhat satisfied with Flexible Choices services.**

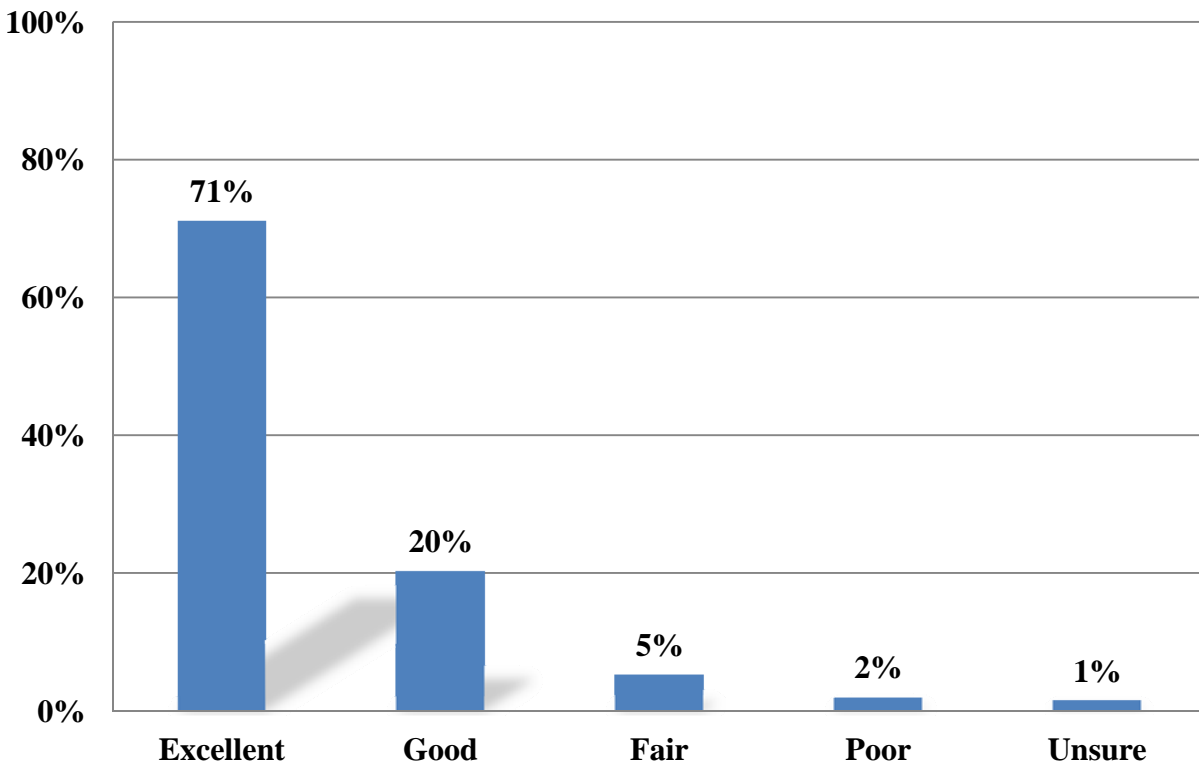


**Comments:**

Among those receiving services through Flexible Choices, 79% are very satisfied with the services they receive, compared to 73% in 2010. Another 15% are somewhat satisfied with the services they receive. Only 5% of customers are somewhat dissatisfied and 1% is very dissatisfied with the Flexible Choices services they receive. Among the small percentage that were dissatisfied, the issues are that caregivers were unreliable, problems with payments, scheduling problems, too many instances of switching employees, and that new caregivers need more training.

**More than nine in ten customers (91%) rate the quality of services they receive through Flexible Choices as excellent or good.**

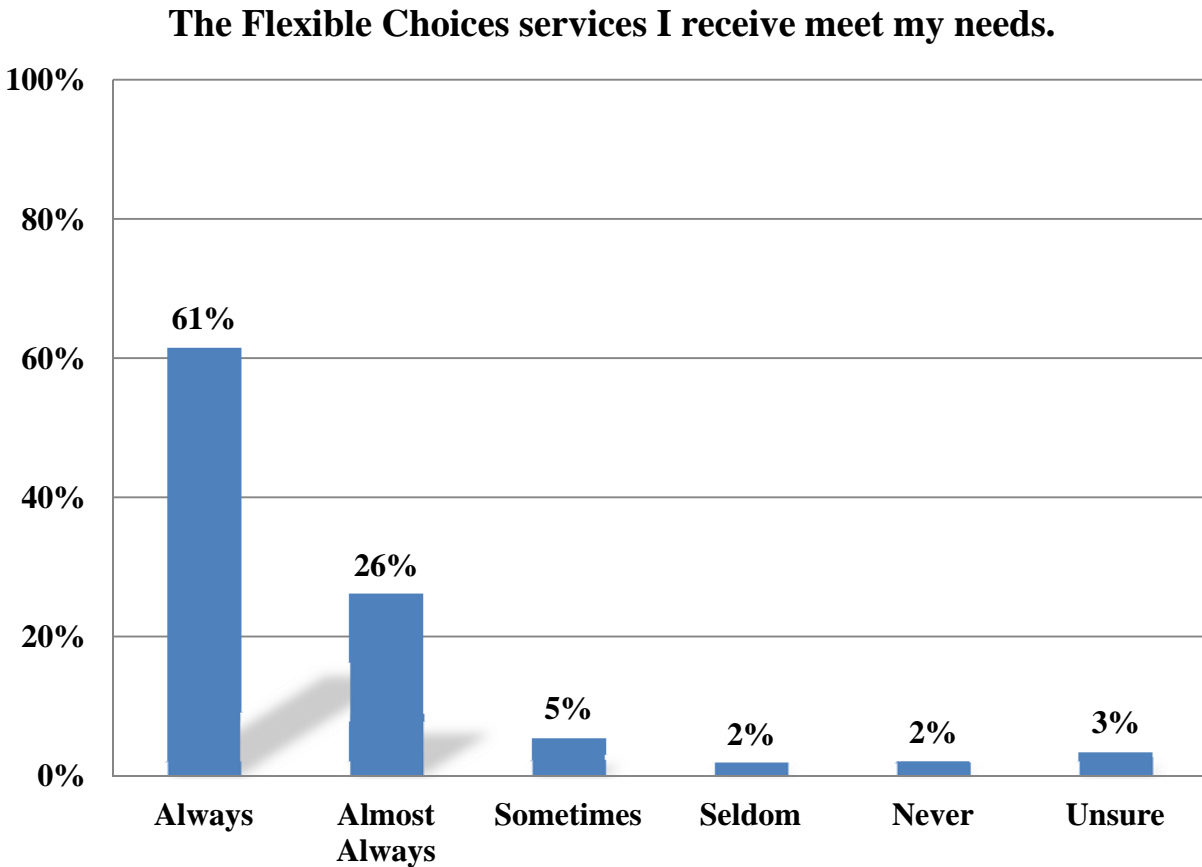
**How do you rate the quality of the Flexible Choices services you receive?**



**Comments:**

Among those receiving services through Flexible Choices, 71% rate the quality of services as excellent, compared to 66% in 2010 and 20% rate the quality of the services they receive as good. Only 5% indicate that the quality of the services they receive is fair and only 2% indicates the quality of services they receive through Flexible Choices is poor.

**Nearly nine in ten customers (87%) indicate the services they receive from Flexible Choices always or almost always meet their needs.**

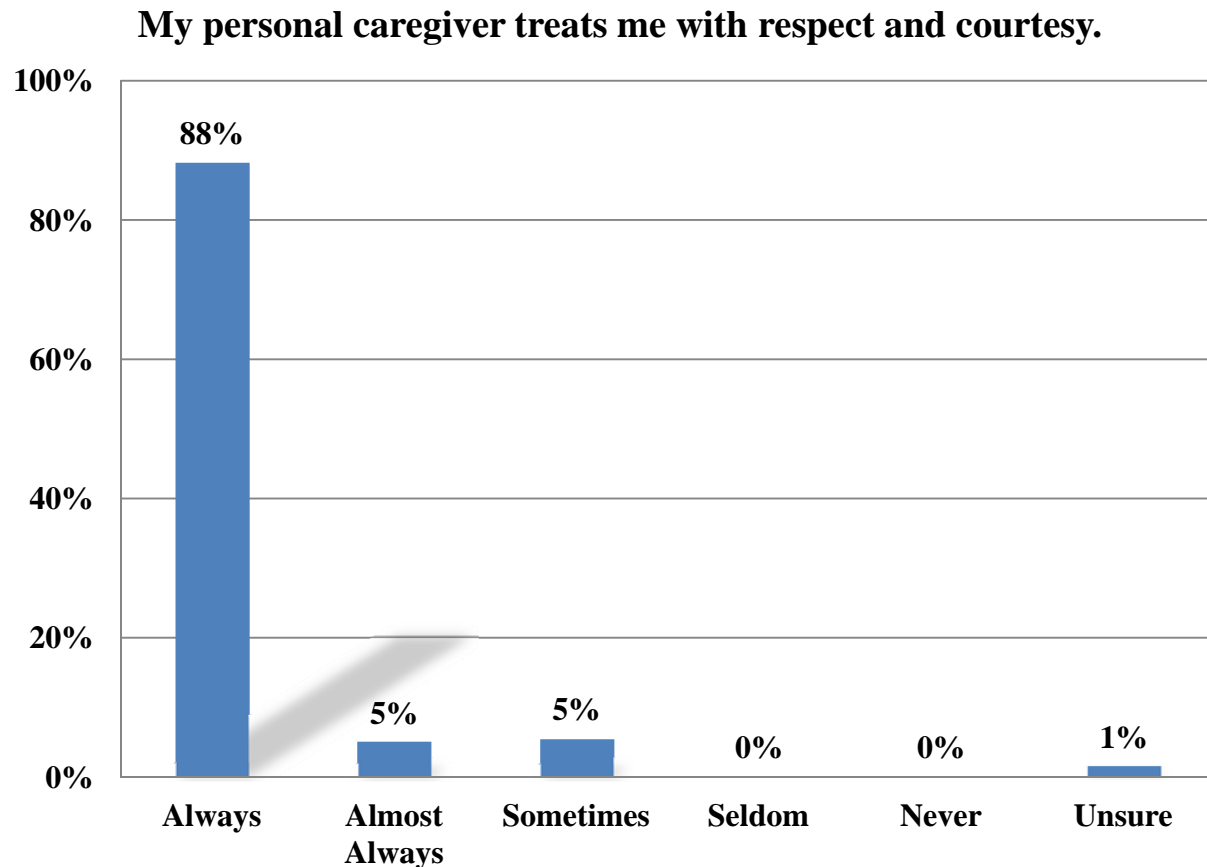


**Comments:**

Among those receiving services through Flexible Choices, 61% indicate the services they receive always meet their needs; this is up sharply from the 47% reported by customers in 2010. Another 26% indicate the services they receive almost always meet their needs. Five percent of customers indicate that the services they receive through Flexible Choices meet their needs some of the time, 2% seldom, and 2% indicate that the services they receive never meet their needs.



**93% of customers indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.**

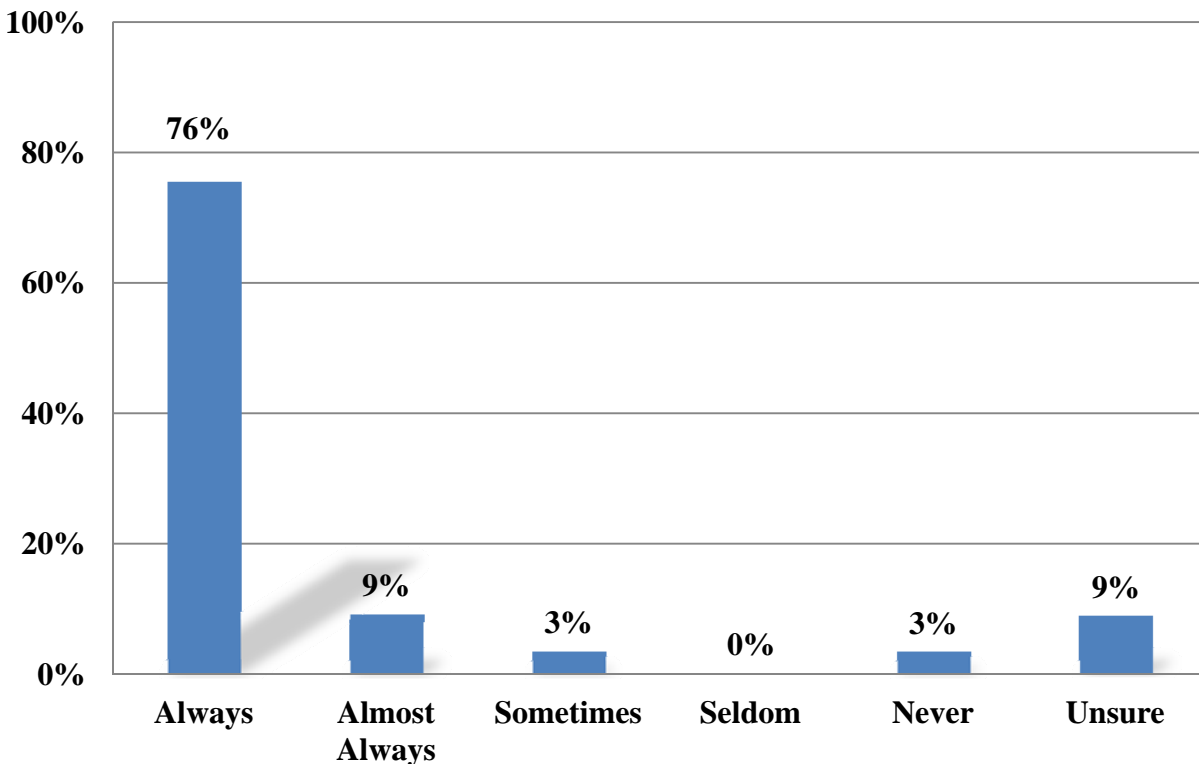


**Comments:**

Among those receiving services through Flexible Choices, 88% indicate their caregivers always treat them with respect and courtesy, comparable to 2010. Another 5% indicate their caregivers almost always treat them with respect and courtesy. Only 5% of customers receiving services through Flexible Choices indicate their caregivers treat them with respect and courtesy only some of the time.

**85% of customers always or almost always know who to contact if they have a complaint about Flexible Choices or need more help.**

**I know who to contact if I have a complaint about Flexible Choices services or if I need more help.**

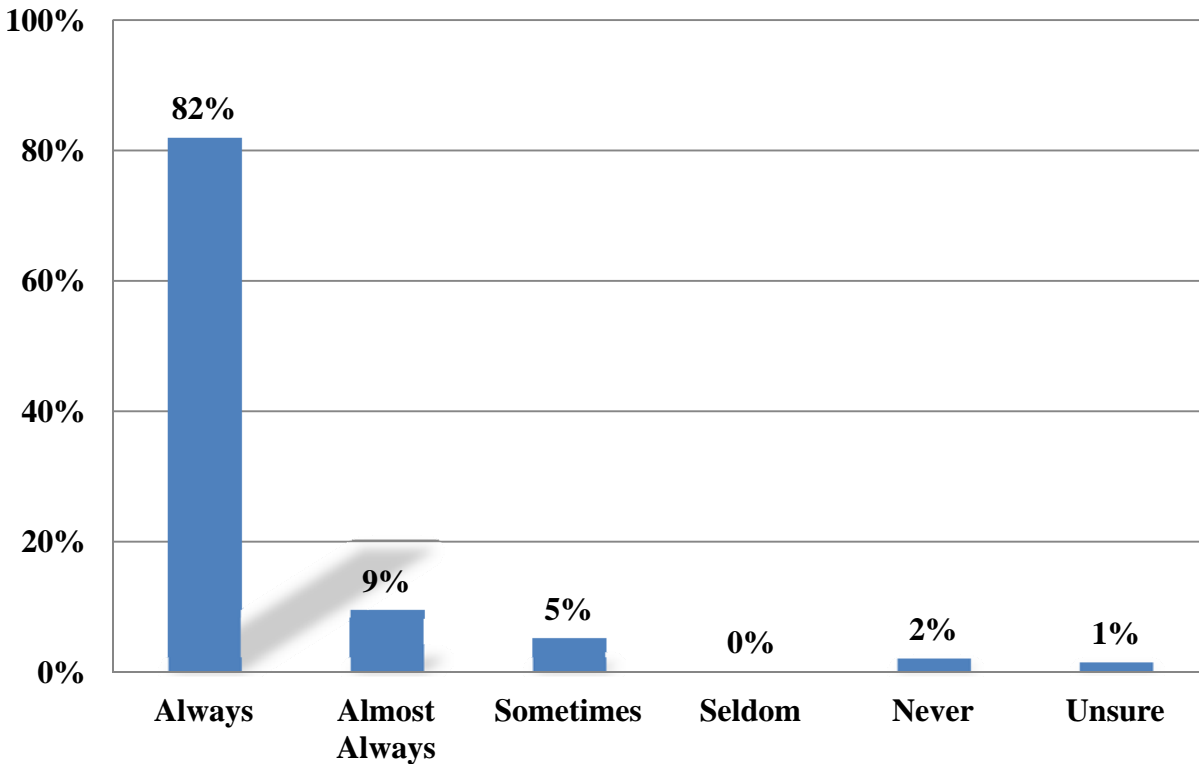


**Comments:**

Among those receiving services through Flexible Choices, 76% indicate they always know who to contact if they have a complaint or if they need more help, down from 83% in 2010. Another 9% indicate they almost always know who to contact. Three percent of customers indicate they sometimes know who to contact. Only 3% of customers receiving services through Flexible Choices indicate they never know who to contact if they have a complaint or if they need more help. Nine percent of respondents are unsure.

**91% of customers indicate that Flexible Choices always or almost always provides services to them when and where they are needed.**

**Flexible Choices services are provided to me when and where I need them.**

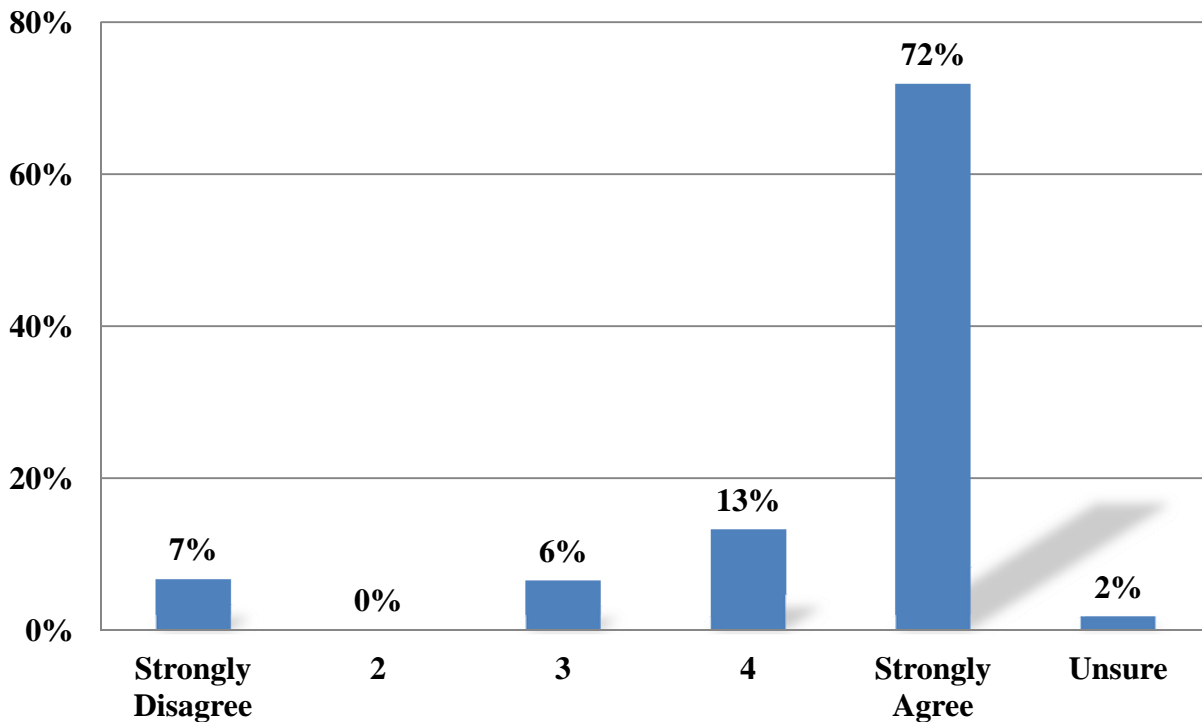


**Comments:**

Among those receiving services through Flexible Choices, 82% indicate they are provided services when and where they are needed, up slightly from 78% in 2010. Another 9% indicate services are almost always provided when and where they are needed. Five percent of customers indicate that services are provided when and where needed through Flexible Choices some of the time and 2% indicate services are never provided when and where needed.

**85% of customers agree that they were able to choose their Flexible Choices services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Flexible Choices Services.**



**Comments:**

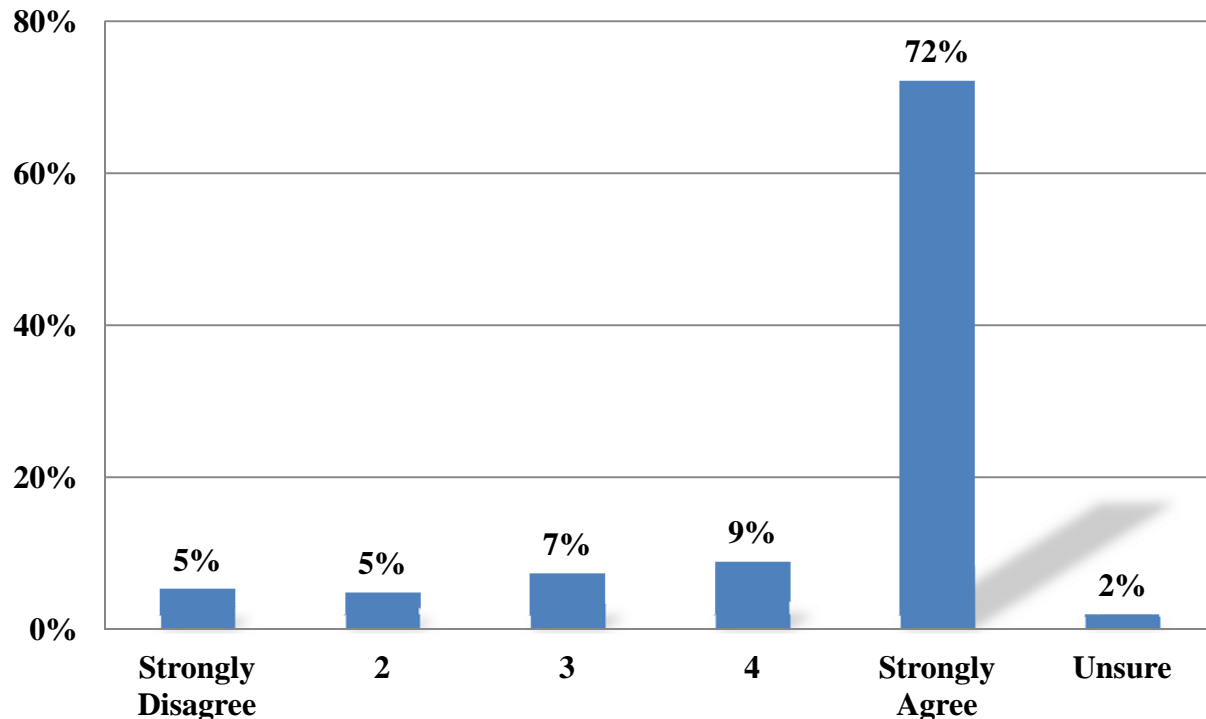
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five point scale from strongly disagree to strongly agree:

- I was able to choose my Personal Care Services.

Seventy-two percent of customers strongly agree that they were able to choose their personal care services and 13% agree that they were able to choose their personal care services (rating as a four on the five point scale). Six percent neither agree nor disagree (rating as three). Seven percent of customers strongly disagree that they were able to choose their personal care services.

**81% of customers agree that they were able to choose the provider of their personal care services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Personal Care Services.**



**Comments:**

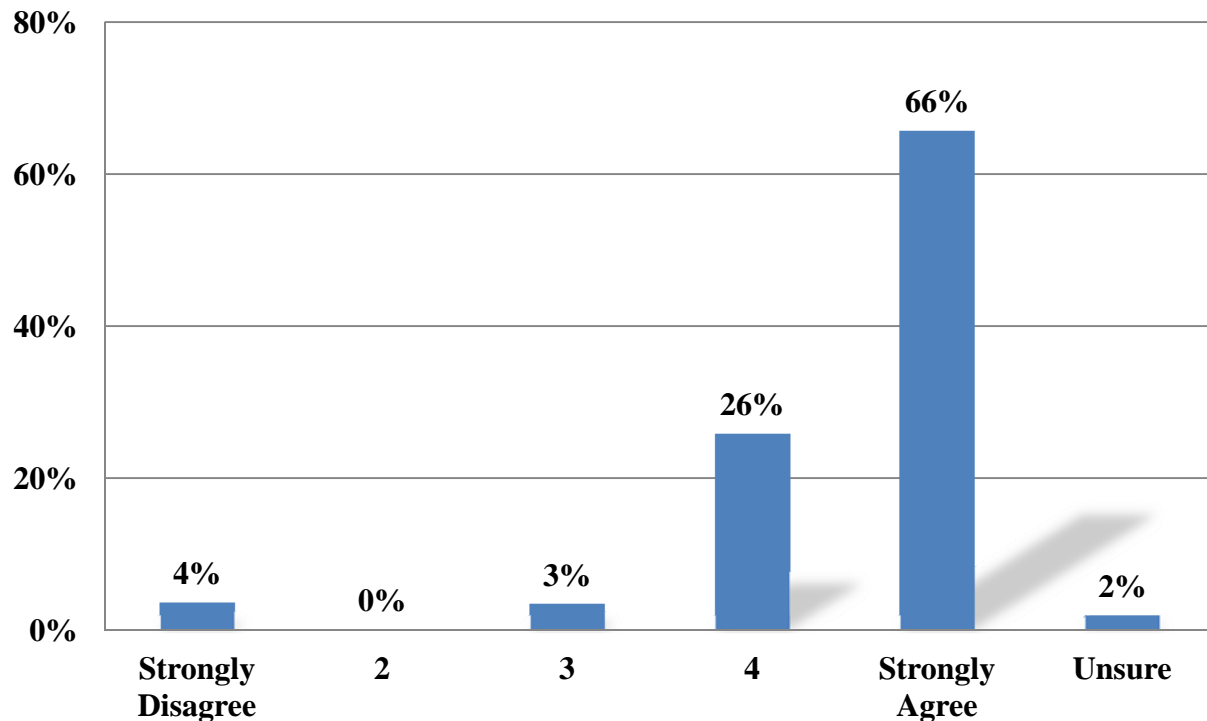
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the provider of my Flexible Choices Services.

Seventy-two percent of customers strongly agree that they were able to choose the provider of their Flexible Choices services and 9% agree that they were able to choose their provider (rating as a 4 on the five-point scale). Seven percent neither agree nor disagree (rating as a 3). Five percent of customers strongly disagree and 5% disagree (rating as a 2) that they were able to choose the provider of their Flexible Choices services.

**92% of customers agree that they were able to choose the scheduling of their Flexible Choices services to meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Flexible Choices Services that meets my needs.**



**Comments:**

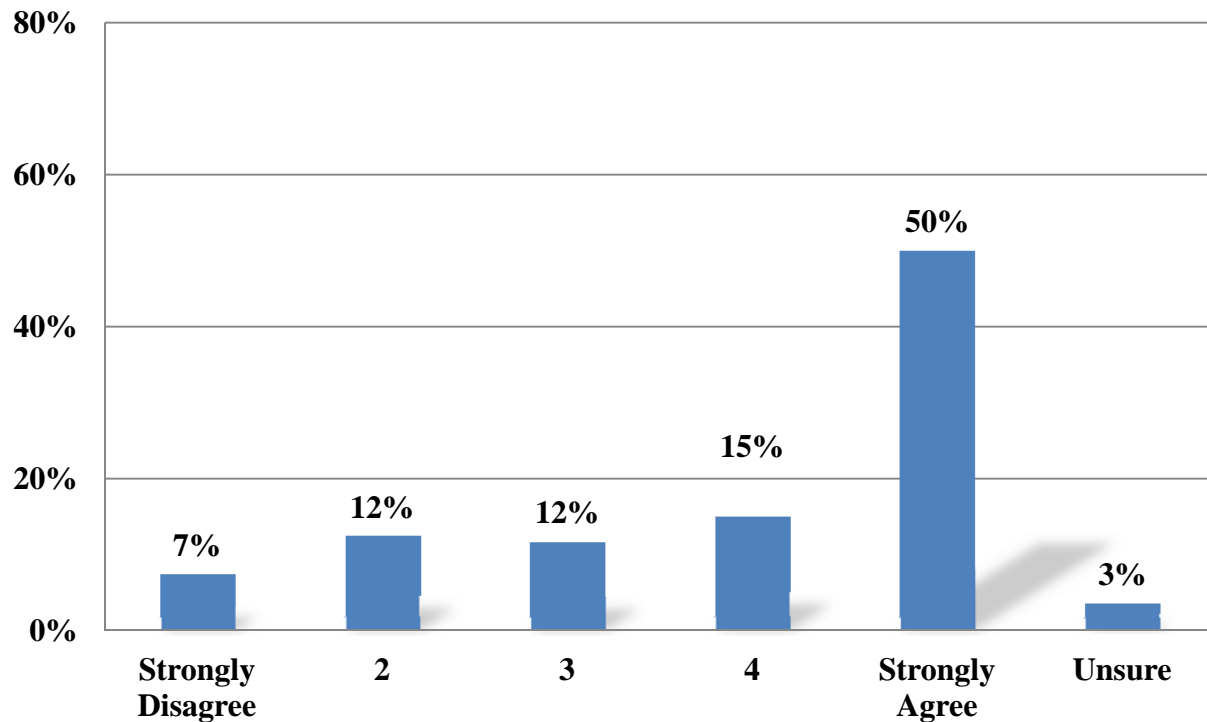
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the scheduling of Flexible Choices Services that meets my needs.

Sixty-six percent of customers strongly agree that they were able to choose the scheduling of their Flexible Choices services and 26% agree that they were able to choose the scheduling to meet their needs (rating as a 4 on the five-point scale). Three percent neither agree nor disagree (rating as a 3). Four percent of customers strongly disagree that they were able to choose the scheduling of their Flexible Choices services to meet their needs.

**65% of customers agree that they were able to choose their Flexible Choices services provider from a variety of providers.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to select my Flexible Choices Services provider from a variety of providers.**



**Comments:**

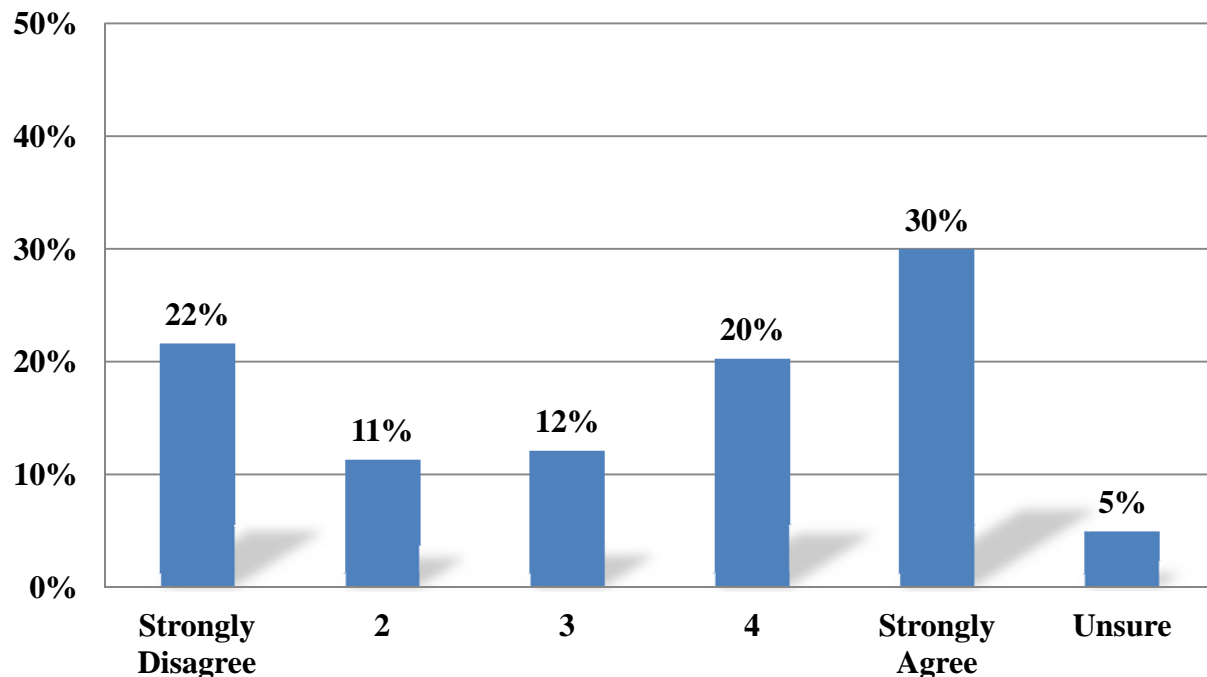
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to select my Flexible Choices Services provider from a variety of providers.

Fifty percent of customers strongly agree that they were able to choose their Flexible Choices services provider from a variety of providers and 15% agree that they were able to choose from a variety of providers (rating as a 4 on the five-point scale). Twelve percent neither agree nor disagree (rating as a 3). Seven percent of customers strongly disagree and 12% disagree (rating as a 2) that they were able to choose their Flexible Choices services provider from a variety of providers.

**50% of customers agree that having more providers offering Flexible Choices services would allow customers to better meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Flexible Choices Services would allow me to better meet my needs.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

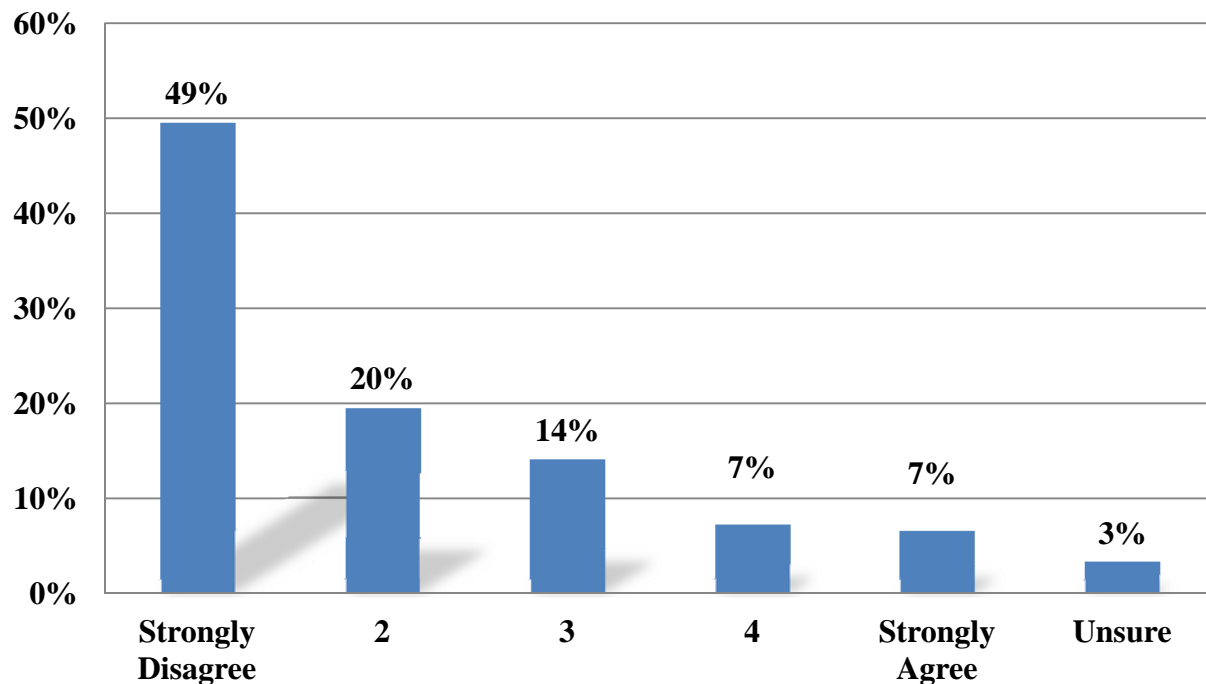
- Having more providers who offer Flexible Choices Services would allow me to better meet my needs.

Thirty percent of customers strongly agree that having more providers would allow the customer to better meet their needs and 20% agree that having more providers would allow the customer to better meet their needs (rating as a 4 on the five-point scale). Twelve percent neither agree nor disagree (rating as a 3). Twenty-two percent of customers strongly disagree and 11% disagree (rating as a 2) that having more providers would allow the customer to better meet their needs. Five percent of customers are unsure.



**69% of customers DISagree that there are Flexible Choices services that they need but cannot get.**

**Please tell me how strongly you agree or disagree with the following statement: There are Flexible Choices Services that I need that I cannot get.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

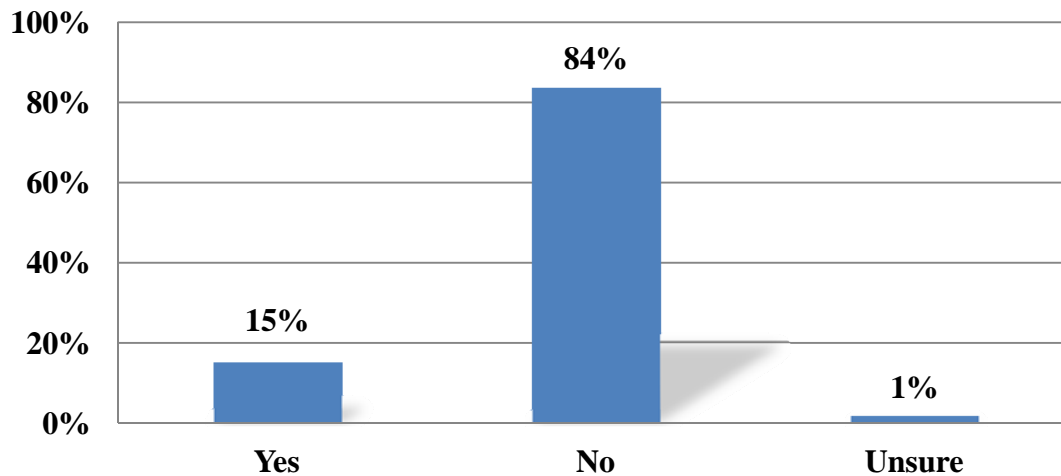
- There are Flexible Choices Services that I need that I cannot get.

Only 7% percent of customers strongly agree that there are Flexible Choices services that they need but cannot get and 7% agree that there are services they cannot get (rating as a 4 on the five-point scale). Fourteen percent neither agree nor disagree (rating as a 3). Forty-nine percent of customers strongly disagree and 20% disagree (rating as a 2) that there are Flexible Choices services that they need but cannot get.

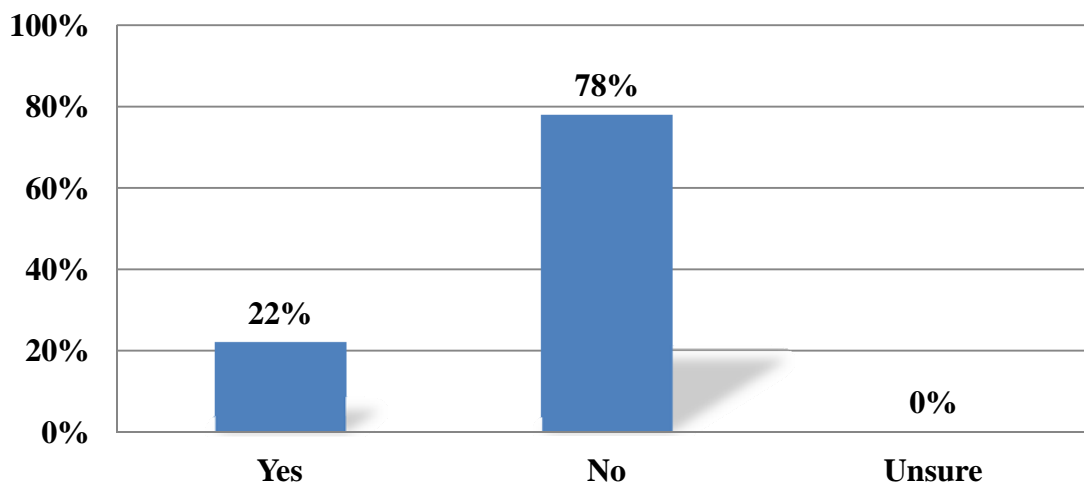
Among the 14% that indicate there are Flexible Choices services that they need but cannot get, the most commonly mentioned responses were that they needed more help in general, that providers were short-staffed, or that they needed access to more providers.

**Only 15% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, only 22% indicate that Flexible Choices worked to resolve their problems.**

**Have you experienced any problems with Flexible Choices Services during the past 12 months?**



**Did Flexible Choices Services work to resolve any problems?**



## Comments:

Among those receiving services through Flexible Choices, only 15% report they have experienced problems during the past 12 months, down slightly from 19% in 2010.

Among those experiencing problems, 25% indicate the need for better screening of caregivers, 18% indicate they need more help or additional time from caregivers, 14% suspect theft of items, 13% indicate they did not qualify for needed services, 13% indicate the need for improved communication on scheduling of caregivers, 12% indicate that new caregivers need more training, and 10% indicate there is inconsistency in showing up, among other responses.

Only 22% of customers that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems, which is down from 32% in 2010.

### **What problems did you experience with Flexible Choices Services during the past 12 months?**

**(% among customers experiencing problem during the past 12 months)**

<b>Category</b>	<b>%</b>
Better screening of caregivers	25%
Need more help, more time	18%
Suspect theft of medications, personal items	14%
Did not qualify for needed services	13%
Improve communication; who is coming, and when	13%
New caregivers need more training	12%
Good when they show up, inconsistent attendance	10%
Unsure	21%
Total	100%

**The main ideas for service improvement include that the customer needs more help, better compensation for caregivers, and the need for training of new caregivers, among others.**

**Is there anything that could improve the Flexible Choices Services offered to you and others?**

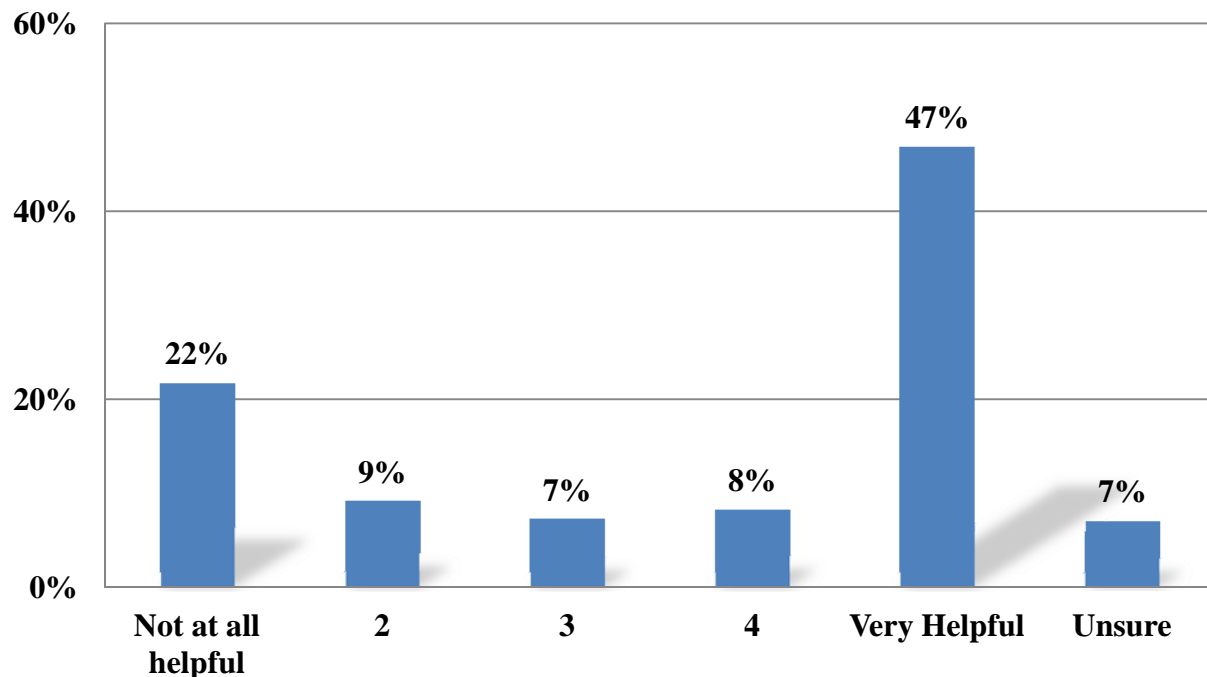
<b>Category</b>	<b>%</b>
Need more help, more time	7%
Caregivers not paid enough, need benefits	6%
New caregivers need more training	5%
More flexible services	4%
Better screening of caregivers	4%
Access to more providers	3%
Suspect theft of medications, personal items	2%
Problems with payments	2%
Broken promises; unreliable	2%
Transportation assistance	2%
Need companionship	2%
Slow to return calls	1%
Improve training; work skills & professionalism	1%
Worker does not do good job or know how to clean	1%
Nothing	61%
Unsure	7%
Total	100%

**Comments:**

Among those receiving services through Flexible Choices, 32% offered suggestions for improving the services provided to customers. Seven percent of customers indicate that the need more help or additional time from their caregivers. Six percent believe that caregivers need better pay and compensations. Five percent feel that new caregivers need more training. Other comments include the need for more flexible services and better screening of caregivers, among others.

**55% of customers indicate it would be helpful or very helpful to add new Flexible Choices services providers.**

**Vermont is looking at possibly adding new providers of Flexible Choices Services. Based on your experience, how helpful would adding new providers of Flexible Choices Services be to you?**

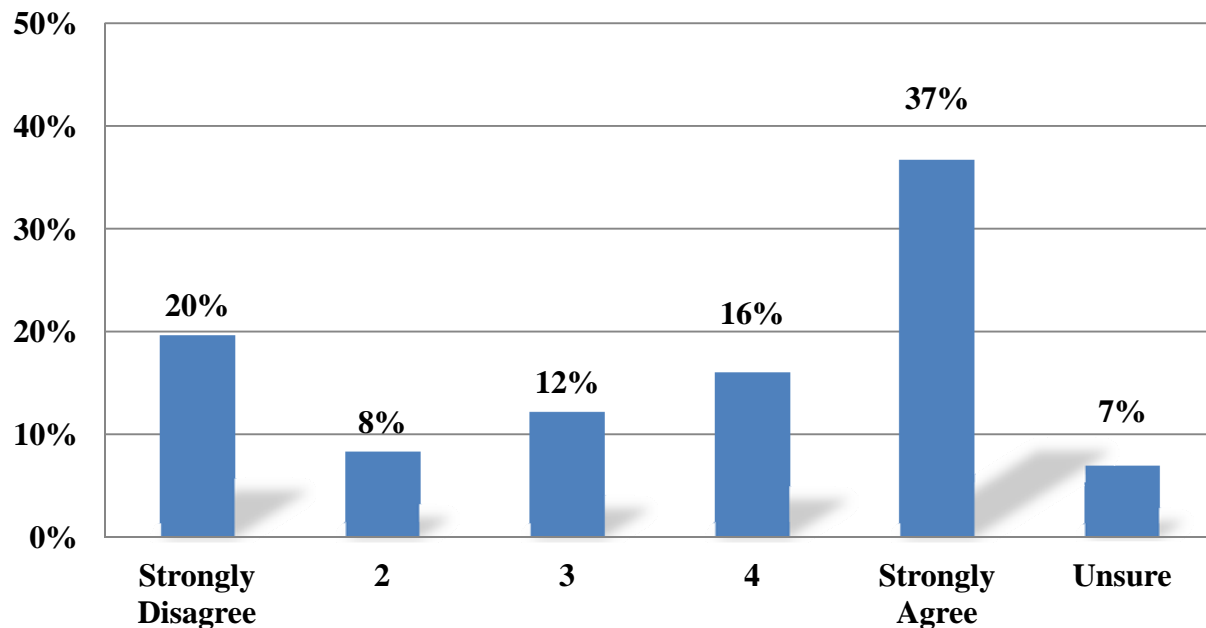


**Comments:**

Forty-seven percent of customers indicate that it would be very helpful to add new providers of Flexible Choices services and another 8% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Seven percent are neutral (rating as a 3). Twenty-two percent of customers indicate that it would not be helpful at all and 9% indicate it would not be very helpful (rating as a 2) to customers to add new providers of Flexible Choices services. Seven percent of customers are unsure.

**53% of customers agree that adding new providers of Flexible Choices services would improve their ability to have services when and where needed.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Flexible Choices Services would improve my ability to have services where and when I need them.**



**Comments:**

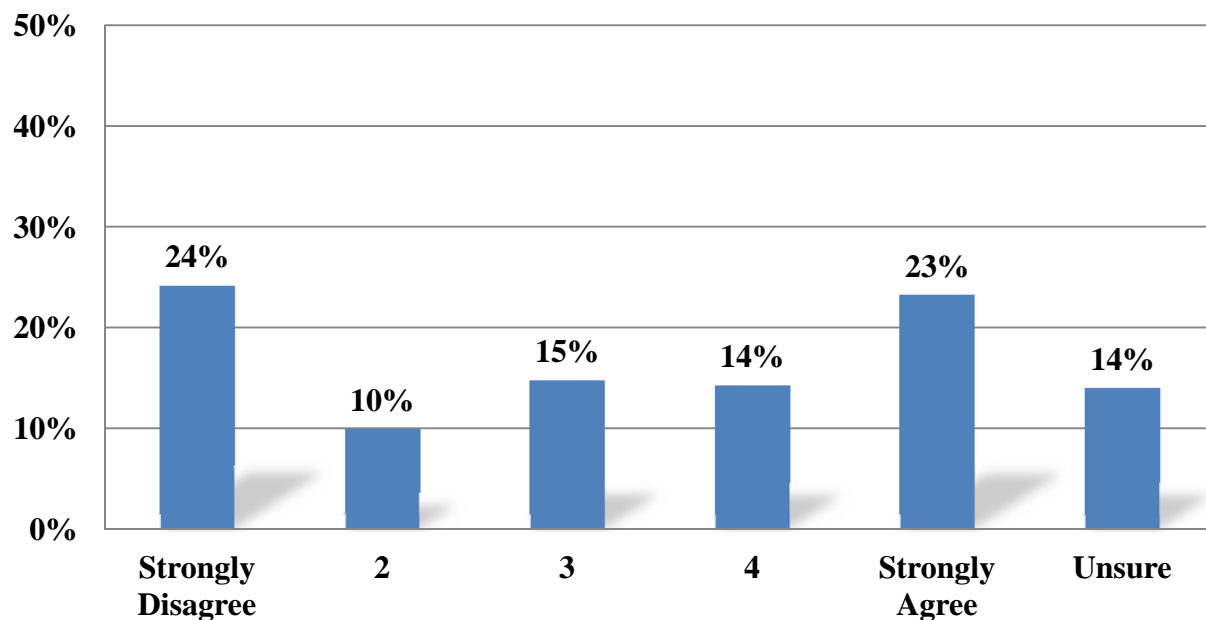
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Flexible Choices Services would improve my ability to have services where and when I need them.

Thirty-seven percent of customers strongly agree that adding new providers of Flexible Choices services would improve their ability to have services where and when the customer needed services and 16% agree that adding new providers would improve their ability to have services when and where needed (rating as a 4 on the five-point scale). Twelve percent neither agree nor disagree (rating as a 3). Twenty percent of customers strongly disagree and 8% disagree (rating as a 2) that adding new providers of Flexible Choices services would improve their ability to have services where and when the customer needed service. Seven percent of customers are unsure.

**Less than four in ten customers (37%) agree that adding new providers of Flexible Choices services would improve the cost effectiveness of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Flexible Choices Services would improve the cost effectiveness of my services.**



**Comments:**

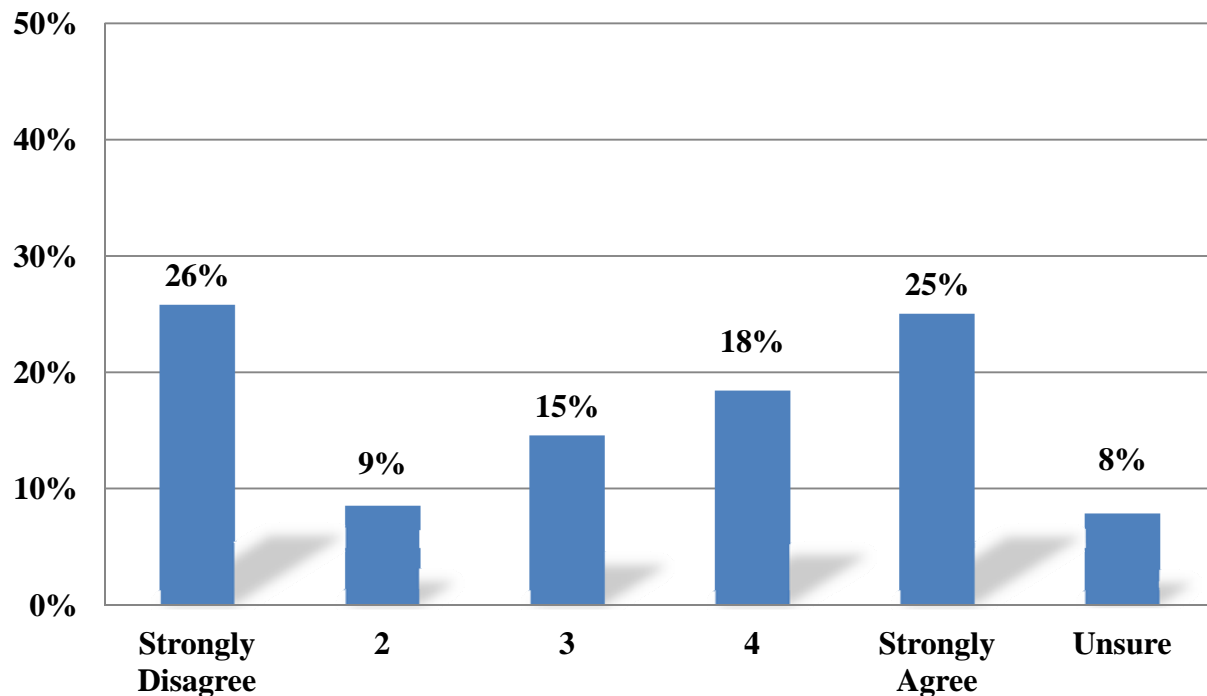
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Flexible Choices Services would improve the cost effectiveness of my services.

Twenty-three percent of customers strongly agree that adding new providers of Flexible Choices services would improve the cost effectiveness of services and 14% agree that adding new providers would improve their cost effectiveness (rating as a 4 on the five-point scale). Fifteen percent neither agree nor disagree (rating as a 3). Twenty-four percent of customers strongly disagree and 10% disagree (rating as a 2) that adding new providers of Flexible Choices services would improve the cost effectiveness of the services they receive. Fourteen percent of customers are unsure.

**More than four in ten customers (43%) agree that adding new providers of Flexible Choices services would improve the quality of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers Flexible Choices Services would improve the quality of my services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers Flexible Choices Services would improve the quality of my services.

Twenty-five percent of customers strongly agree that adding new providers of Flexible Choices services would improve the quality of services and 18% agree that adding new providers would improve their quality (rating as a 4 on the five-point scale). Fifteen percent neither agree nor disagree (rating as a 3). Twenty-six percent of customers strongly disagree and 9% disagree (rating as a 2) that adding new providers of Flexible Choices services would improve quality of the services they receive. Eight percent of customers are unsure.



**The comments offered by respondents about adding new providers include the need for access to more providers, more choice and control of care, and their satisfaction with their current provider, among others.**

**Do you have any other comments about adding new providers?**

<b>Category</b>	<b>%</b>
Access to more providers	7%
More choice and control of care	6%
Happy with current provider	5%
Not helpful to add more providers	3%
Limited travel time between consumers, need more time	1%
Request better scheduling, planning	1%
Prefer a familiar caregiver, homemaker	1%
Short-staffed; need to have back-ups in place when caregiver is out for day	1%
Nothing	82%
Total	100%

**Comments:**

Eighteen percent of customers offered comments about adding new providers. Among all customers receiving Flexible Choice services, 7% indicate the need for access to more providers and 6% indicate the need for more choice and control of their care. Other comments include that the customer is happy with their current provider (5%) and that it would not be helpful to add additional providers (3%), among others.

## G. Homemaker Services

The results in this section are based on 276 completed surveys.

### Key Findings

- Nearly all customers (93%) are very or somewhat satisfied with Homemaker Services.
- Nine in ten customers (90%) rate the quality of services they receive through Homemaker Services as excellent or good.
- 89% of customers indicate the services they receive from Homemaker Services always or almost always meet their needs.
- Nearly all customers (96%) indicate that the caregivers in Homemaker Services always or almost always treat them with respect and courtesy.
- More than nine in ten customers (91%) always or almost always know who to contact if they have a complaint about Homemaker Services or need more help.
- 88% of customers indicate that Homemaker Services always or almost always provides services to them when and where they are needed.
- 60% of customers agree that they were able to choose their Homemaker Services.
- Less than four in ten customers (39%) agree that they were able to choose the provider of their Homemaker Services.
- 65% of customers agree that they were able to choose the scheduling of their Homemaker Services to meet their needs.
- Less than three in ten customers (28%) agree that they were able to choose their Homemaker Services provider from a variety of providers.
- 43% of customers agree that having more providers offering Homemaker Services would allow customers to better meet their needs.
- 61% of customers DISagree that there are Homemaker Services that they need but cannot get.
- 17% of customers have experienced problems with Homemaker Services during the past 12 months. Among those, 62% indicate that Homemaker Services worked to resolve their problems.

- **The main ideas for service improvement include simply needing more help or hours of assistance, addressing scheduling problems and switching of employees, and that new caregivers need more training, among others.**
- **57% of customers indicate it would be helpful or very helpful to add new Homemaker Services providers.**
- **56% of customers agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed.**
- **Less than four in ten customers (38%) agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive.**
- **47% of customers agree that adding new providers of Homemaker Services would improve the quality of the services they receive.**
- **The comments offered by respondents about adding new providers include the need for access to more providers, their satisfaction with their current provider, the need for more training of new caregivers, that there is too much switching of employees, and that it would not be helpful to add new providers, among others.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and includes results for all customers for comparison. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers. They are less likely to indicate that it would be difficult or very difficult to stay in their home if they did not receive services.

A summary of the items evaluating the case manager or support coordinator is provided on page 146. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers.

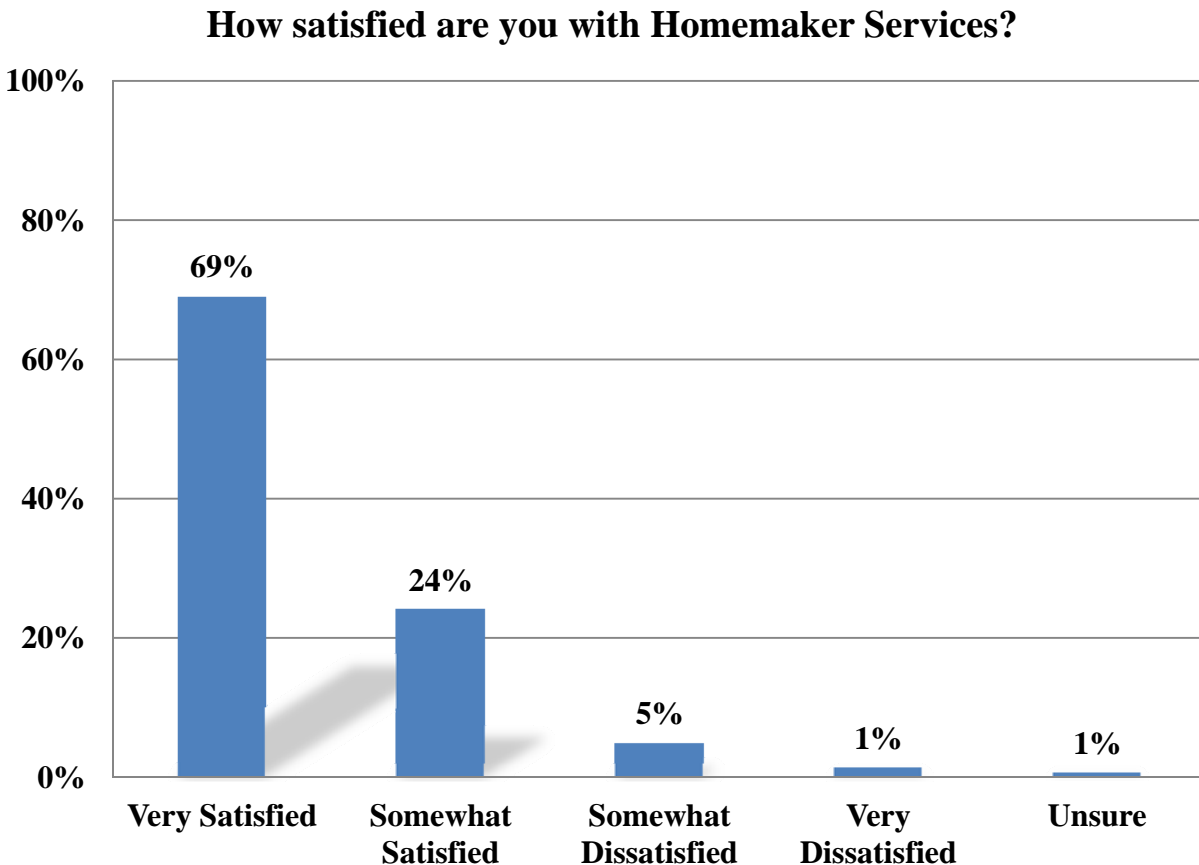
### Summary of Overall Ratings of Quality

	Homemaker Services	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	81%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	89%	93%
How would you rate the timeliness of your services? (% excellent or good)	82%	85%
How would you rate when you receive your services or care? (% excellent or good)	89%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	95%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	86%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	89%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	92%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	70%	73%
Has the help you received made your life...? (% somewhat or much better)	93%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	68%	81%

### Summary of Items Evaluating of Case Manager or Support Coordinator

	Homemaker Services	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	95%	97%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	84%	87%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	90%	93%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	85%	89%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	86%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	81%	88%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	83%	88%

**Nearly all customers (93%) are very or somewhat satisfied with Homemaker Services.**



**Comments:**

Among those receiving services through Homemaker Services, 69% are very satisfied with the services they receive compared to 65% in 2010. Another 24% are somewhat satisfied with the services they receive. Only 5% indicate they are somewhat dissatisfied and only 1% are very dissatisfied with the services they receive through Homemaker Services.

**By Year:**

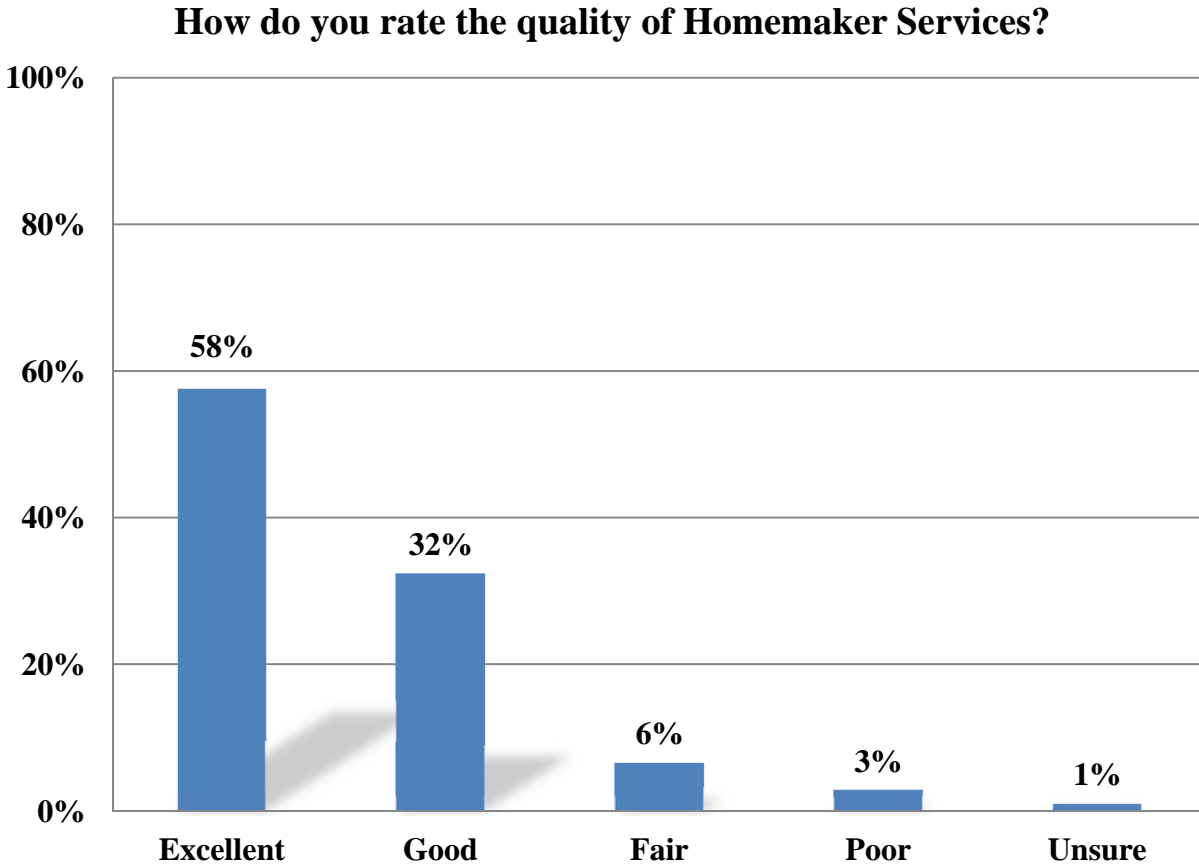
- In 2010, 94% rated as very satisfied or satisfied.

Among the small percentage that are dissatisfied, the main reasons given are laziness and not wanting to work (27%), scheduling problems and switching employees (26%), the need for more help or time from caregivers (13%), and poor professional skills (12%), among others.

**Why are you dissatisfied with Homemaker Services?**  
 (% among customers indicating they are very or somewhat dissatisfied)

Category	%
Laziness; do not want or know how to work	27%
Scheduling problems, switching employees	26%
Need more help, more time	13%
Poor professional skills; rudeness, gossiping, cell phone use	12%
Better screening of caregivers	7%
Tardiness	7%
Worker does not do good job or know how to clean	7%
Did not receive needed assistance	6%
Suspect theft of medications, personal items	6%
Improve communication; who is coming, and when	5%
Prefer more care - household chores	5%
Would like more time for running errands	5%
New caregivers need more training	4%
Improve training; work skills & professionalism	3%
Limited travel time between consumers, need more time	3%
Total	100%

**Nine in ten customers (90%) rate the quality of services they receive through Homemaker Services as excellent or good.**



**Comments:**

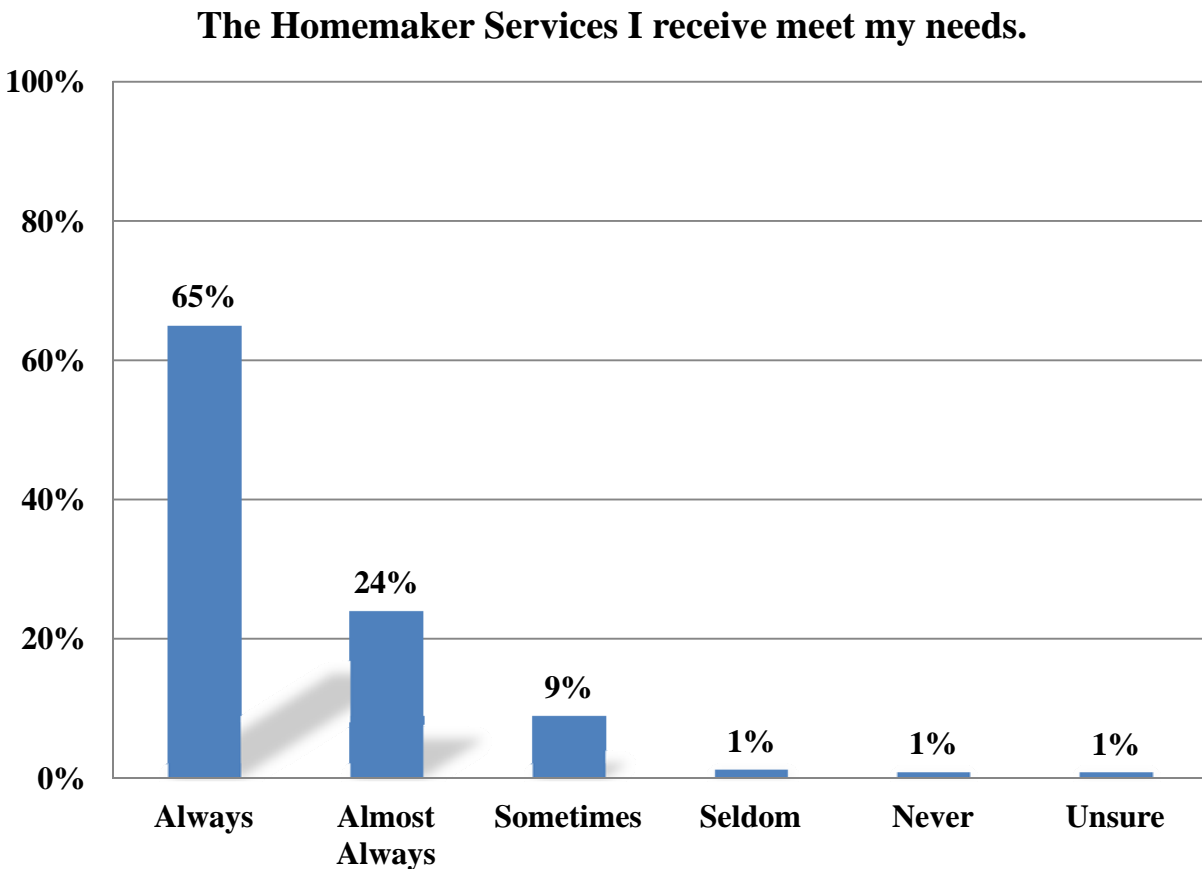
Among those receiving services through Homemaker Services, 58% rate the quality of services as excellent, compared to 50% in 2010. Another 32% rate the quality of the services they receive as good. Only 6% indicate that the quality of the services they receive is fair and only 3% indicate the quality of services they receive through Homemaker Services is poor.

**By Year:**

- In 2010, 89% rated as excellent or good.



**89% of customers indicate the services they receive from Homemaker Services always or almost always meet their needs.**



**Comments:**

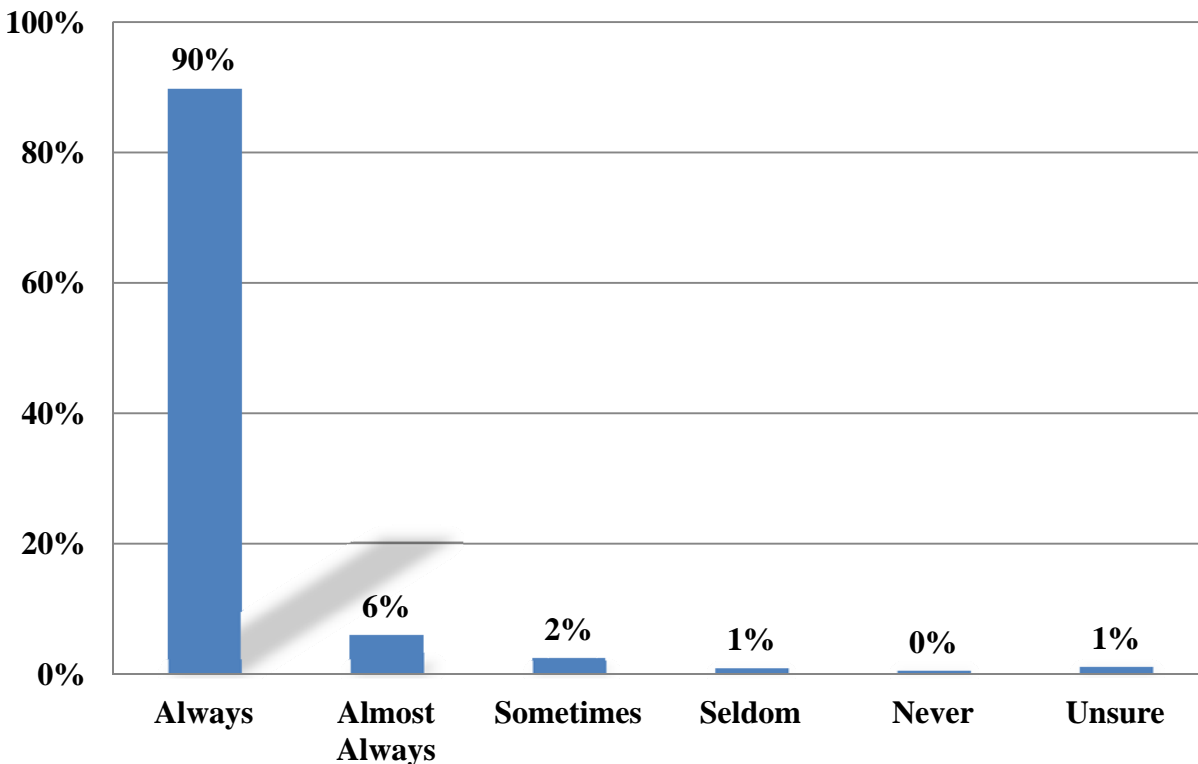
Among those receiving services through Homemaker Services, 65% indicate the services they receive always meet their needs, up from 53% in 2010. Another 24% indicate the services they receive almost always meet their needs. Nine percent of customers indicate that the services they receive through Homemaker Services meet their needs some of the time. Only 1% of customers receiving services through Homemaker Services indicate that the services only seldom and only 1% indicate that the services never meet their needs.

By Year:

- In 2008, 82% rated as always or almost always.
- In 2009, 85% rated as always or almost always.
- In 2010, 86% rated as always or almost always.

**Nearly all customers (96%) indicate that the caregivers in Homemaker Services always or almost always treat them with respect and courtesy.**

**My caregivers providing Homemaker Services treat me with respect and courtesy.**



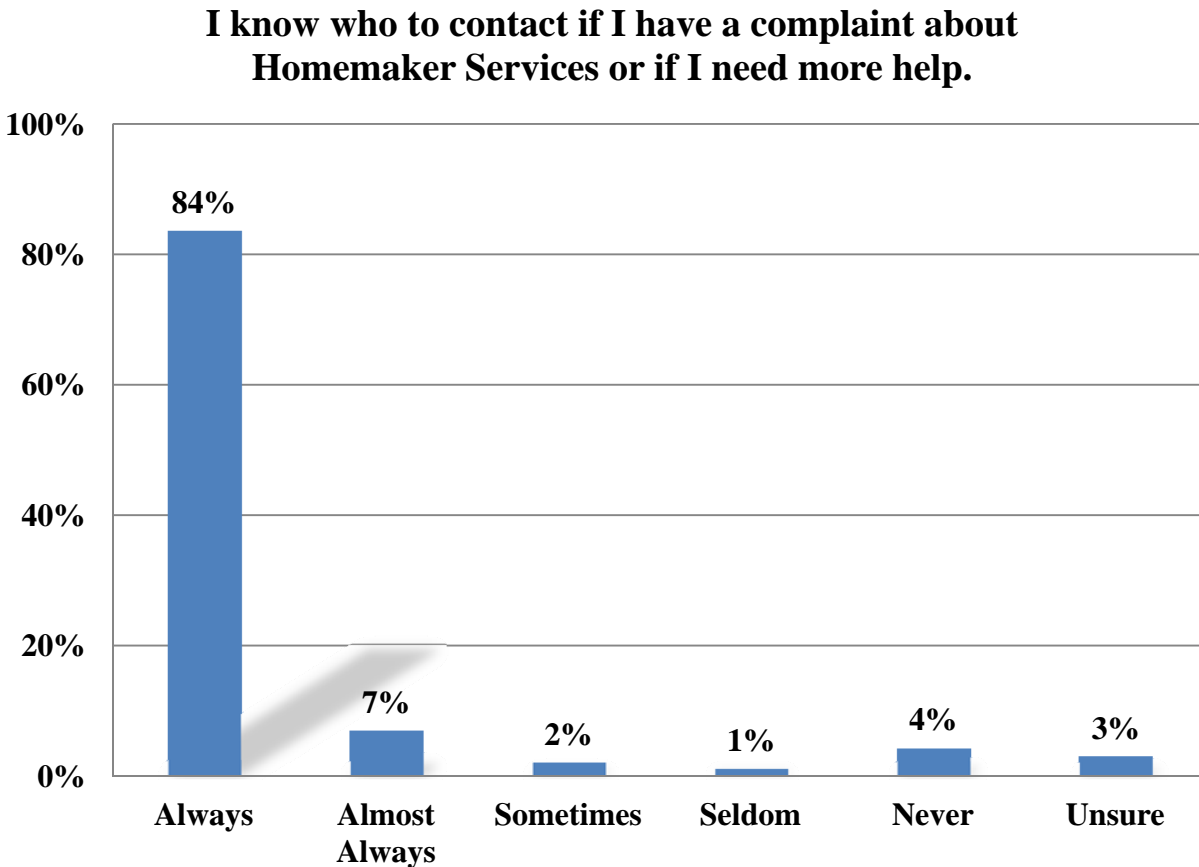
**Comments:**

Among those receiving services through Homemaker Services, 90% indicate their caregivers always treat them with respect and courtesy, compared to 86% in 2010. Another 6% indicate their caregivers almost always treat them with respect and courtesy. Only 2% of customers receiving services through Homemaker Services indicate their caregivers treat them with respect and courtesy only some of the time. Only 1% of customers receiving services through Homemaker Services indicate that the caregivers seldom treat them with respect and courtesy.

By Year:

- In 2008, 93% rated as always or almost always.
- In 2009, 93% rated as always or almost always.
- In 2010, 95% rated as always or almost always.

**More than nine in ten customers (91%) always or almost always know who to contact if they have a complaint about Homemaker Services or need more help.**



**Comments:**

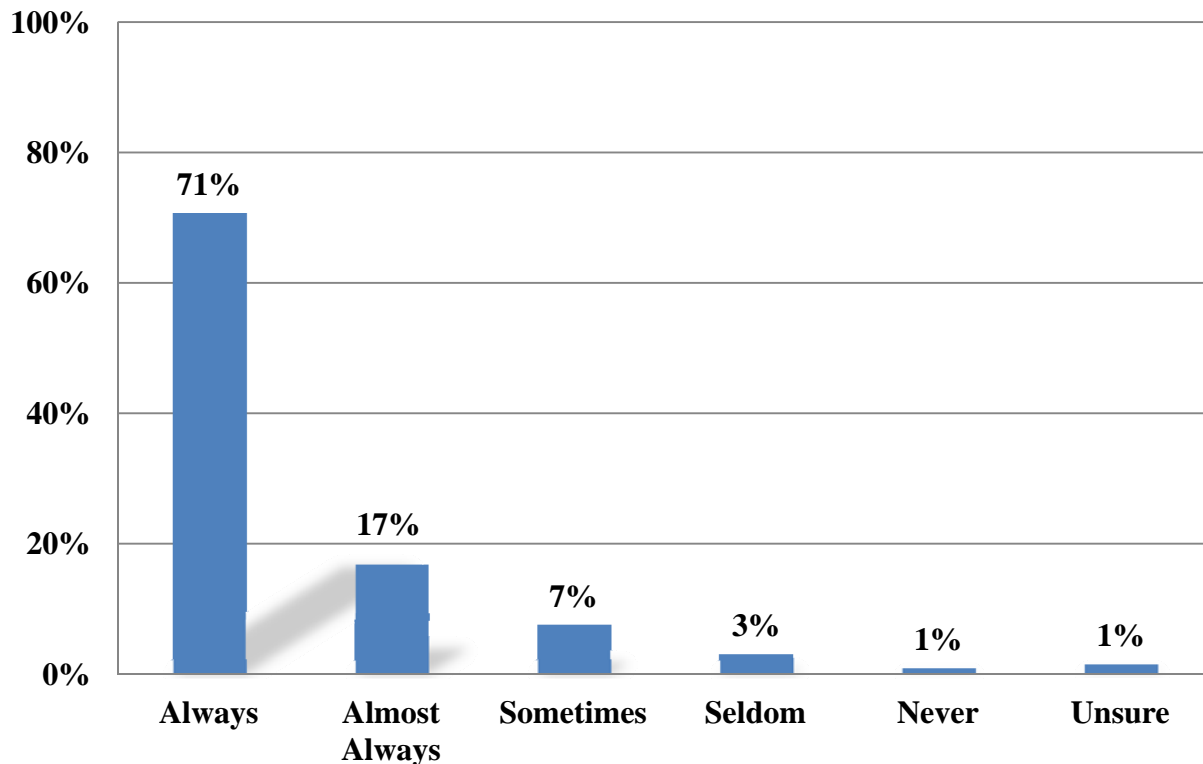
Among those receiving services through Homemaker Services, 84% indicate they always know who to contact if they have a complaint or if they need more help, compared to 81% in 2010. Another 7% indicate they almost always know who to contact. Two percent of customers indicate they know who to contact some of the time. Only 1% of customers receiving services through Homemaker Services seldom know and only 4% indicate they never know who to contact if they have a complaint or if they need more help

**By Year:**

- In 2008, 86% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 90% rated as always or almost always.

**88% of customers indicate that Homemaker Services always or almost always provides services to them when and where they are needed.**

**The Homemaker Services are provided to me when and where I need them.**



**Comments:**

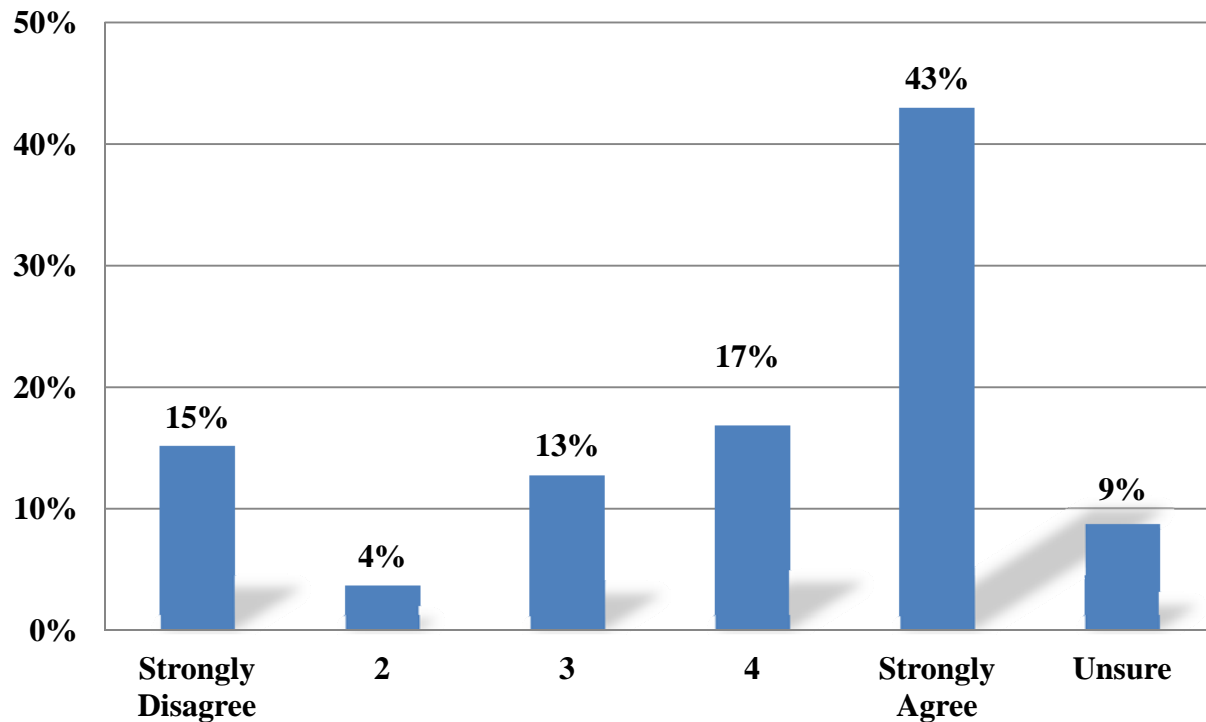
Among those receiving services through Homemaker Services, 71% indicate they are provided services when and where they are needed, compared to 68% in 2010. Another 17% indicate services are almost always provided when and where they are needed. Seven percent of customers indicate that services are provided when and where needed through Homemaker Services some of the time. Only 3% of customers indicate services are provided seldom and only 1% indicates that services are never provided when and where they are needed.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 85% rated as always or almost always.
- In 2010, 84% rated as always or almost always.

**60% of customers agree that they were able to choose their Homemaker Services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Homemaker Services.**



**Comments:**

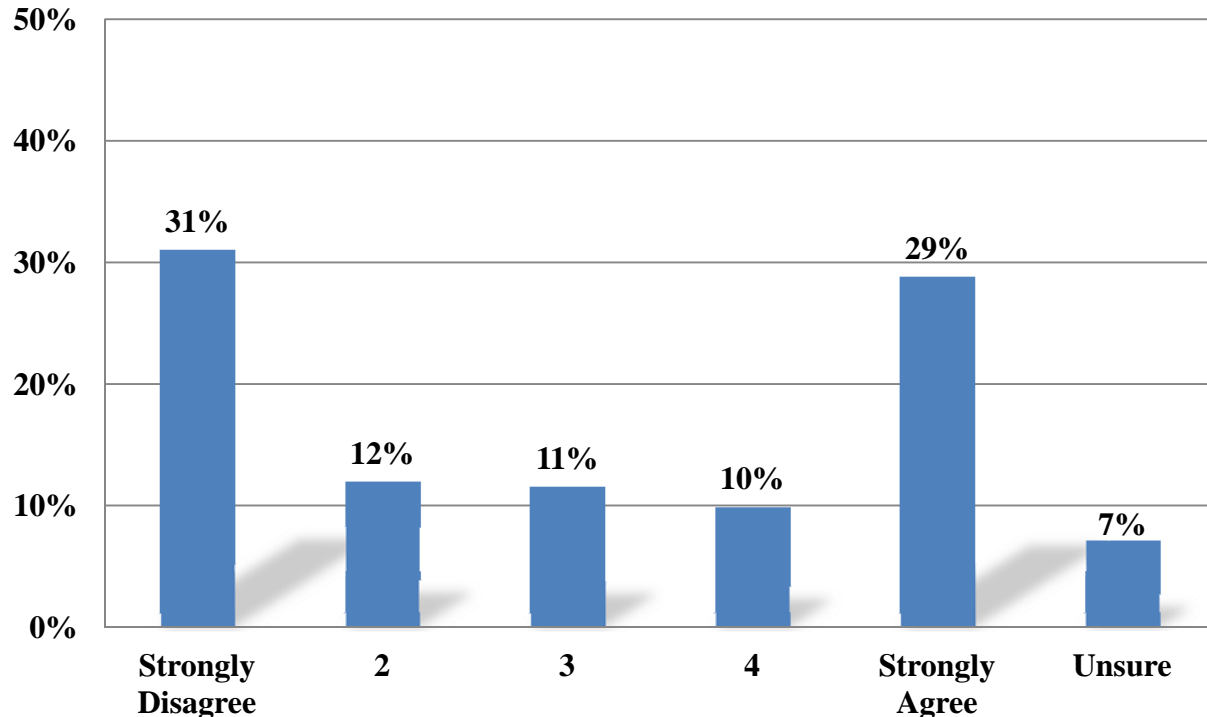
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose my Homemaker Services.

Forty-three percent of customers strongly agree that they were able to choose their Homemaker Services and 17% agree that they were able to choose their Homemaker Services (rating as a 4 on the five-point scale). Thirteen percent neither agree nor disagree (rating as a 3). Fifteen percent of customers strongly disagree and 4% disagree (rating as a 2) that they were able to choose their Homemaker Services. Nine percent of customers are unsure.

**Less than four in ten customers (39%) agree that they were able to choose the provider of their Homemaker Services.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Homemaker Services.**



**Comments:**

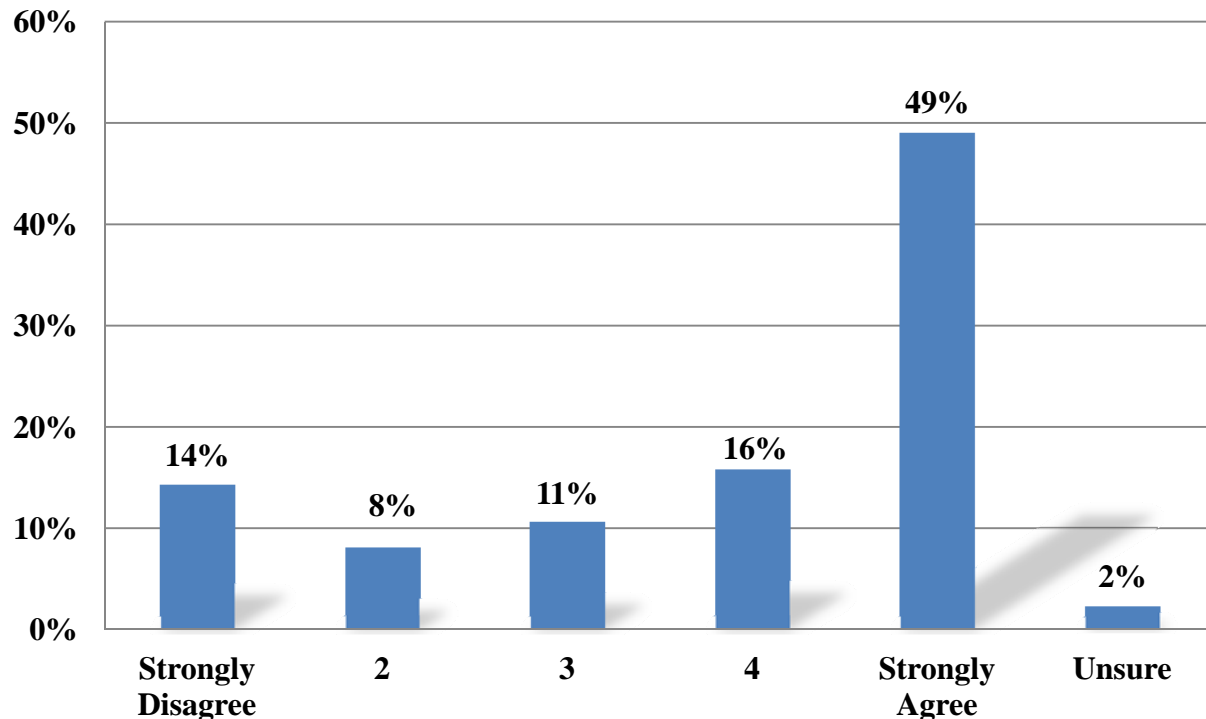
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the provider of my Homemaker Services.

Twenty-nine percent of customers strongly agree that they were able to choose the provider of their Homemaker Services and 10% agree that they were able to choose their provider (rating as a 4 on the five-point scale). Eleven percent neither agree nor disagree (rating as a 3). Thirty-one percent of customers strongly disagree and 12% disagree (rating as a 2) that they were able to choose the provider of their Homemaker Services. Seven percent of customers are unsure.

**65% of customers agree that they were able to choose the scheduling of their Homemaker Services to meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Homemaker Services that meets my needs.**



**Comments:**

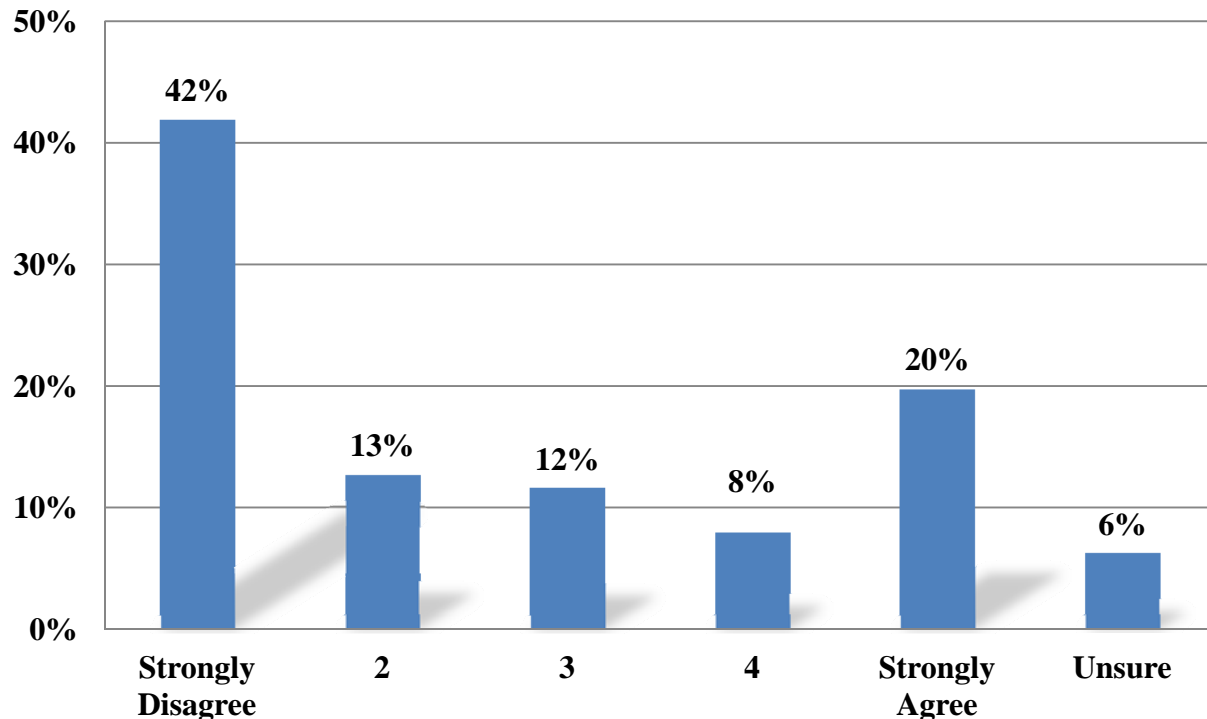
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- I was able to choose the scheduling of Homemaker Services that meets my needs.

Forty-nine percent of customers strongly agree that they were able to choose the scheduling of their Homemaker Services and 16% agree that they were able to choose the scheduling to meet their needs (rating as a 4 on the five-point scale). Eleven percent neither agree nor disagree (rating as a 3). Fourteen percent of customers strongly disagree and 8% disagree (rating as a 2) that they were able to choose the scheduling of their Homemaker Services to meet their needs.

**Less than three in ten customers (28%) agree that they were able to choose their Homemaker Services provider from a variety of providers.**

**Please tell me how strongly you agree or disagree with the following statement: I was able to select my Homemaker Services provider from a variety of providers.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

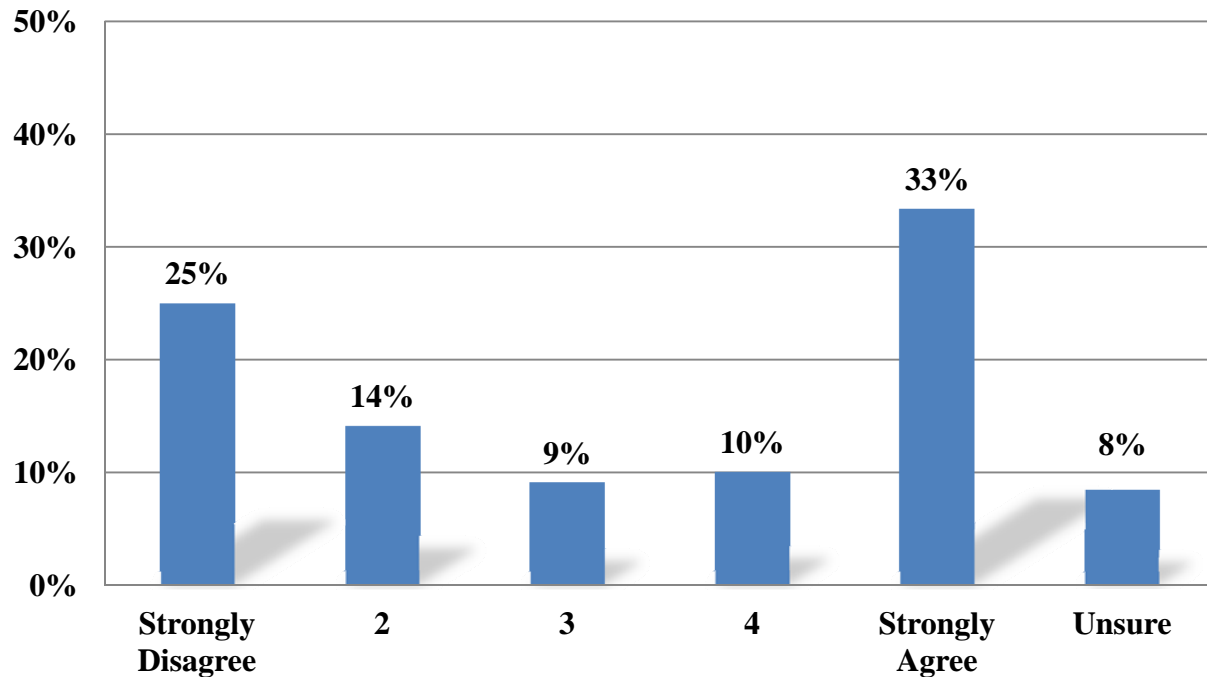
- I was able to select my Homemaker Services provider from a variety of providers.

Twenty percent of customers strongly agree that they were able to choose their Homemaker Services provider from a variety of providers and 8% agree that they were able to choose from a variety of providers (rating as a 4 on the five-point scale). Twelve percent neither agree nor disagree (rating as a 3). Forty-two percent of customers strongly disagree and 13% disagree (rating as a 2) that they were able to choose their Homemaker Services provider from a variety of providers. Six percent of customers are unsure.



**43% of customers agree that having more providers offering Homemaker Services would allow customers to better meet their needs.**

**Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Homemaker Services would allow me to better meet my needs.**



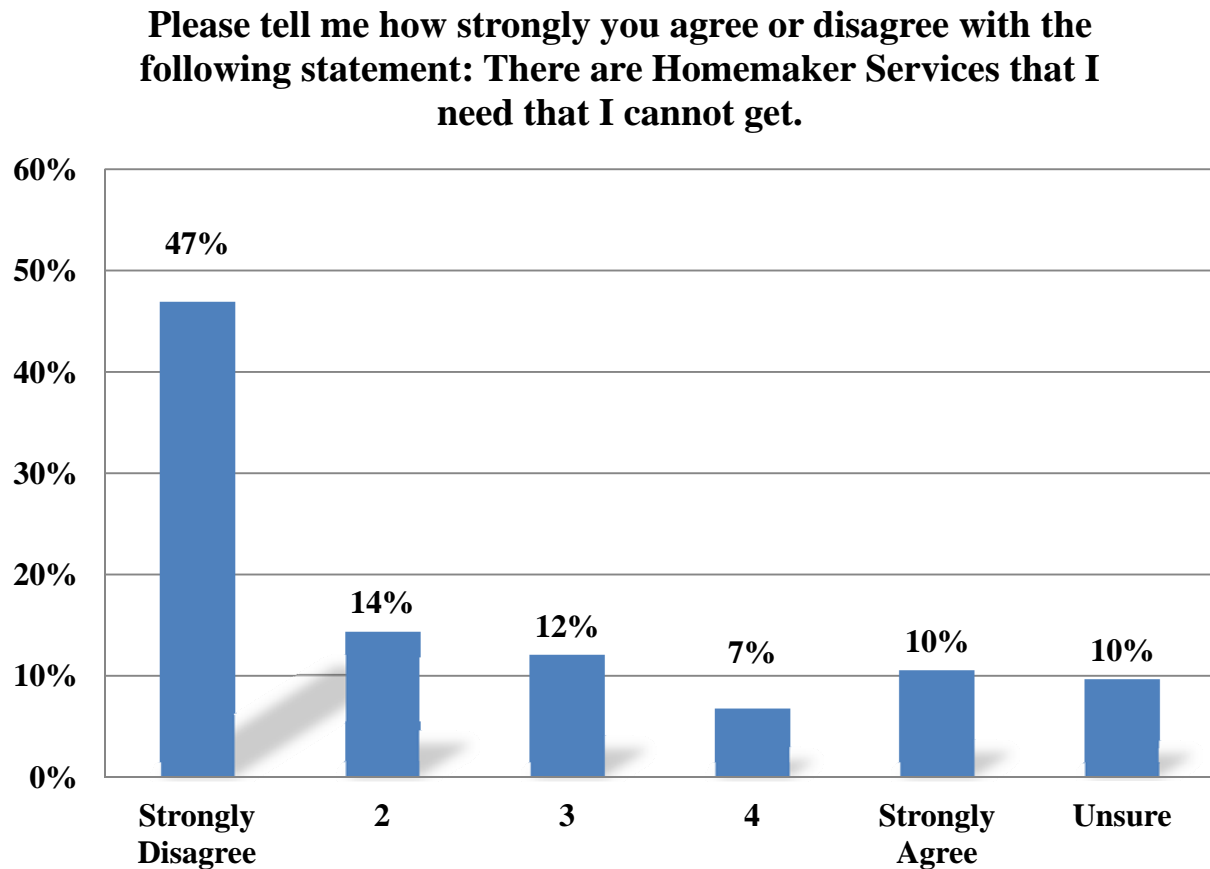
**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Having more providers who offer Homemaker Services would allow me to better meet my needs.

Thirty-three percent of customers strongly agree that having more providers would allow the customer to better meet their needs and 10% agree that having more providers would allow the customer to better meet their needs (rating as a 4 on the five-point scale). Nine percent neither agree nor disagree (rating as a 3). Twenty-five percent of customers strongly disagree and 14% disagree (rating as a 2) that having more providers would allow the customer to better meet their needs. Eight percent of customers are unsure.

**61% of customers DISagree that there are Homemaker Services that they need but cannot get.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- There are Homemaker Services that I need that I cannot get.

Only 10% percent of customers strongly agree that there are Homemaker Services that they need but cannot get and 7% agree that there are services they cannot get (rating as a 4 on the five-point scale). Twelve percent neither agree nor disagree (rating as a 3). Forty-seven percent of customers strongly disagree and 14% disagree (rating as a 2) that there are Homemaker Services that they need but cannot get. Ten percent of customers are unsure.

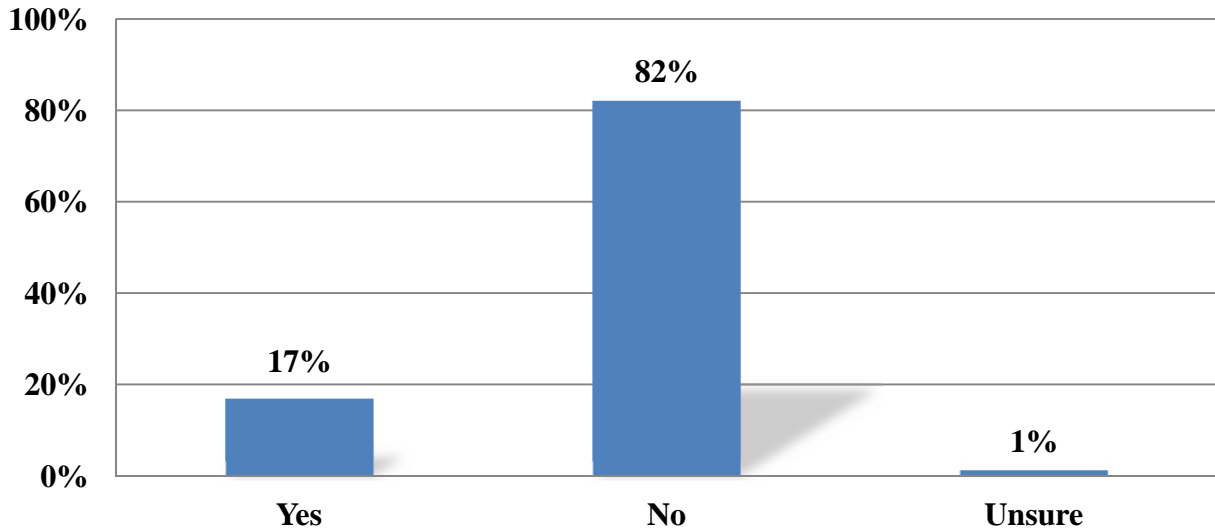
Among the 17% that indicate they are Homemaker Services that they need but cannot get, the most commonly mentioned services are that the customer would prefer more care – household chores (33%), assistance with bigger tasks or chores at home (19%), transportation assistance (13%), and assistance with bathing and grooming (10%), among others.

**What are these Homemaker Services that you need but cannot get?**

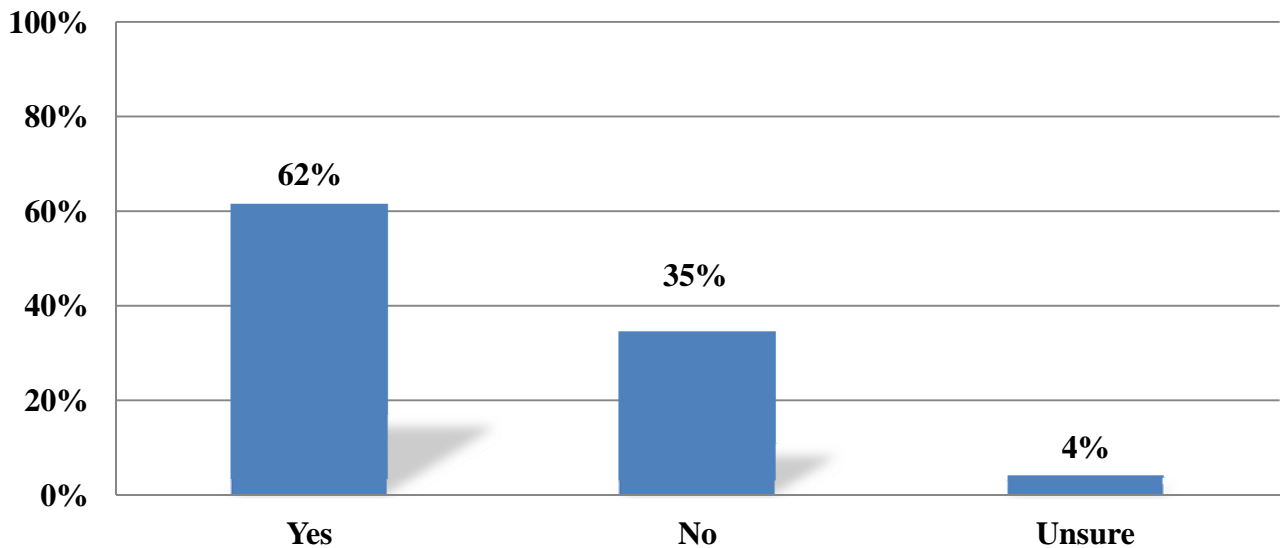
Category	%
Prefer more care - household chores	33%
Assistance with bigger tasks and chores at home	19%
Transportation assistance	13%
Assistance with bathing, grooming	10%
Need more help, more time	8%
Would like to go to store myself; choose stores	7%
Prefer more care - in-home healthcare	6%
Did not qualify for needed services	5%
Poor professional skills; rudeness, gossiping, cell phone use	4%
Did not receive needed assistance	2%
Respite care	2%
Would like to find out about other available services	2%
Would like more time for running errands	2%
Hearing aids, Dentures, Eyeglasses	2%
Request more communication with caregivers	2%
Access to more providers	2%
Unsure	21%
Total	100%

**17% of customers have experienced problems with HomemakerServices during the past 12 months. Among those, 62% indicate that Homemaker Services worked to resolve their problems.**

**Have you experienced any problems with Homemaker Services during the past 12 months?**



**Did Homemaker Services work to resolve any problems?**



## Comments:

Among those receiving services through Homemaker Services, 17% report they have experienced problems during the past 12 months, down from 28% in 2010. Among those experiencing problems, 24% indicate the providers are understaffed, 19% mention scheduling problems or switching staff, and 12% indicate conflicts with caregivers, among others. Sixty-two percent of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems, down from 68% in 2010.

### What problems did you experience with Homemaker Services during the past 12 months? (% among customers experiencing problem during the past 12 months)

Category	%
Understaffed	24%
Scheduling problems, switching employees	19%
Personality, temperament conflicts with caregivers	12%
Slow to return calls	9%
Improve training; work skills & professionalism	9%
Poor professional skills; rudeness, gossiping, cell phone use	9%
Caregivers unresponsive to needs	7%
Suspect theft of medications, personal items	6%
Some are good; some are not	6%
Laziness; do not want or know how to work	5%
Tardiness	5%
Improve communication; who is coming, and when	5%
Too much switching of employees	4%
Need more help, more time	3%
Transportation assistance	3%
Worker does not do good job or know how to clean	3%
Access to more providers	2%
Good when they show up, inconsistent attendance	2%
Cost of services is a burden	2%
Limited travel time between consumers, need more time	2%
Request better scheduling, planning	2%
Request more communication with caregivers	2%
Other	3%
Unsure	2%
Total	100%

**The main ideas for service improvement include simply needing more help or hours of assistance, addressing scheduling problems and switching of employees, and that new caregivers need more training, among others.**

**Is there anything that could improve the Homemaker Services offered to you and others?**

<b>Category</b>	<b>%</b>
Need more help, more time	4%
Scheduling problems, switching employees	4%
New caregivers need more training	3%
Improve communication; who is coming, and when	2%
Worker does not do good job or know how to clean	2%
Too much switching of employees	2%
Assistance with bigger tasks and chores at home	2%
Caregivers not paid enough, need benefits	2%
Better oversight of caregivers going into private homes	2%
Would like to go to store myself; choose stores	2%
Disorganized; services inconsistent	1%
Improve training; work skills & professionalism	1%
Understaffed	1%
Caregivers unresponsive to needs	1%
Prefer more care - household chores	1%
Poor professional skills; rudeness, gossiping, cell phone use	1%
More choice and control of care	1%
More flexible services	1%
Better screening of caregivers	1%
Would like more time for running errands	1%
Transportation assistance	1%
Other	1%
Request better scheduling, planning	1%
Programs need more funding, keep them going	1%
Provide clients with more information on all available services	1%
Nothing	67%
Unsure	4%
Total	100%

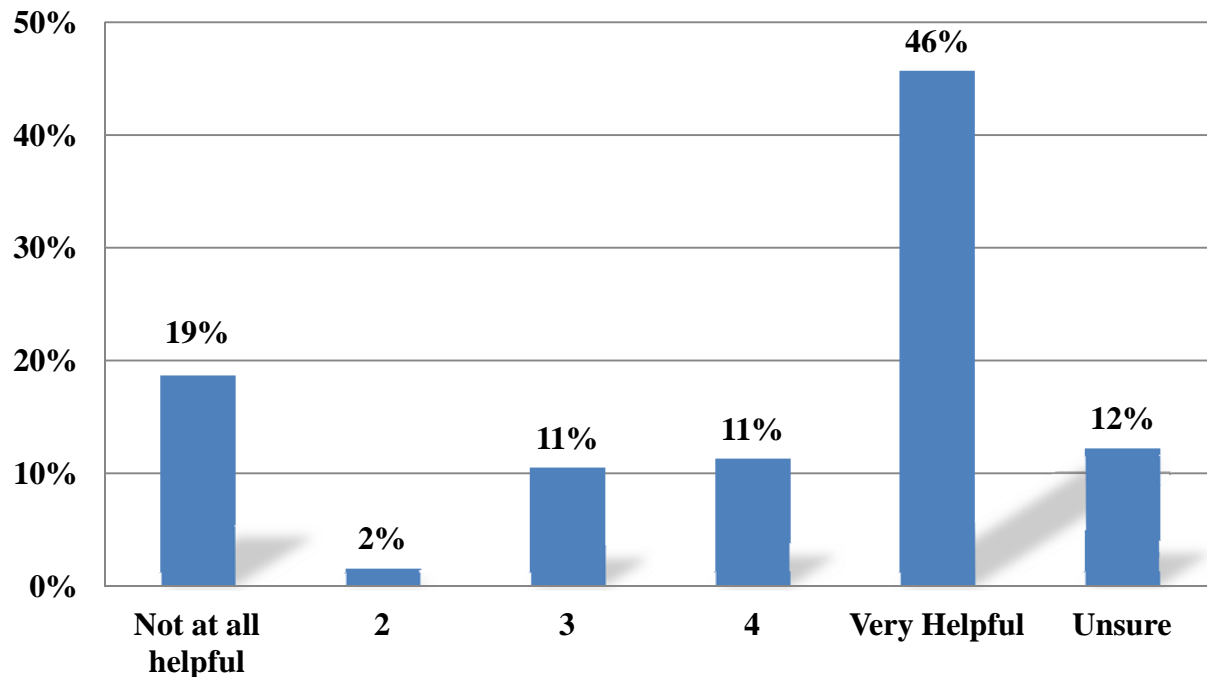
**Comments:**

Among those receiving services through Homemaker Services, 29% offered suggestions for improving the services provided to customers.

Four percent indicate they simply need more help and 4% mention scheduling problems or switching of caregivers. Other comments include the need for more training for new caregivers (3%), improving communication on who is coming and when (2%), that the caregiver does not do a good job (2%), there is simply too much switching of employees (2%), the need for assistance with bigger tasks and chores at home (2%), that caregivers are not paid enough or need better compensation (2%), the need for better oversight of caregivers (2%), and that the customer would like to go to or select the store themselves (2%), among others.

**57% of customers indicate it would be helpful or very helpful to add new Homemaker Services providers.**

**Vermont is looking at possibly adding new providers of Homemaker Services. Based on your experience, how helpful would adding new providers of Homemaker Services be to you?**



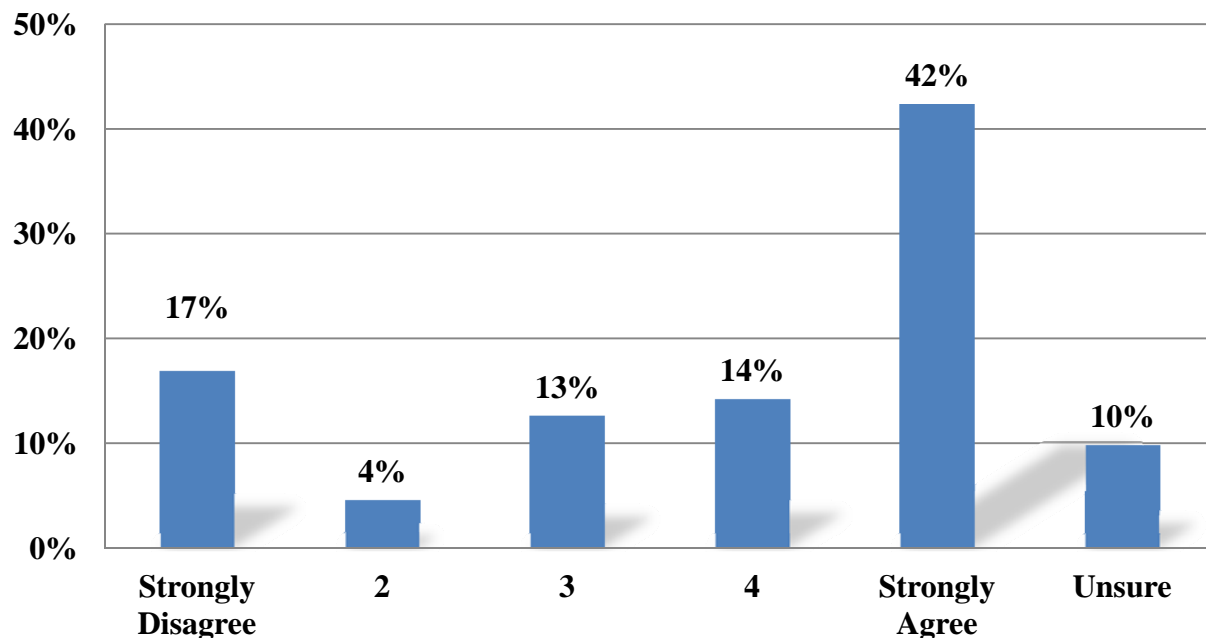
**Comments:**

Forty-six percent of customers indicate that it would be very helpful to add new providers of Homemaker Services and another 11% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Eleven percent is neutral (rating as a 3). Nineteen percent of customers indicate that it would not be at all helpful and 2% indicate it would not be very helpful (rating as a 2) to add new providers of Homemaker Services. Twelve percent of customers are unsure.



**56% of customers agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Homemaker Services would improve my ability to have services where and when I need them.**



**Comments:**

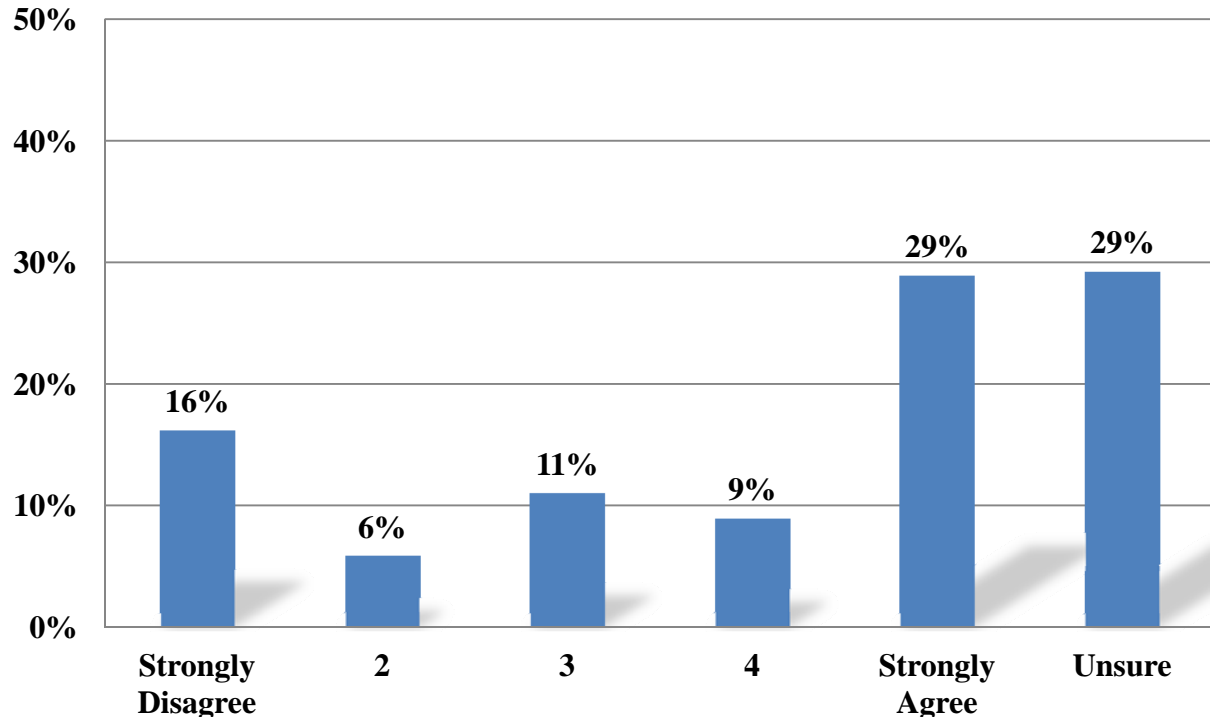
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Homemaker Services would improve my ability to have services where and when I need them.

Forty-two percent of customers strongly agree that adding new providers of Homemaker Services would improve their ability to have services where and when the customer needed services and 14% agree that adding new providers would improve their ability to have services when and where needed (rating as a 4 on the five-point scale). Thirteen percent neither agree nor disagree (rating as a 3). Seventeen percent of customers strongly disagree and 4% disagree (rating as a 2) that adding new providers of Homemaker Services would improve their ability to have services where and when the customer needed service. Ten percent of customers are unsure.

**Less than four in ten customers (38%) agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Homemaker Services would improve the cost effectiveness of my services.**



**Comments:**

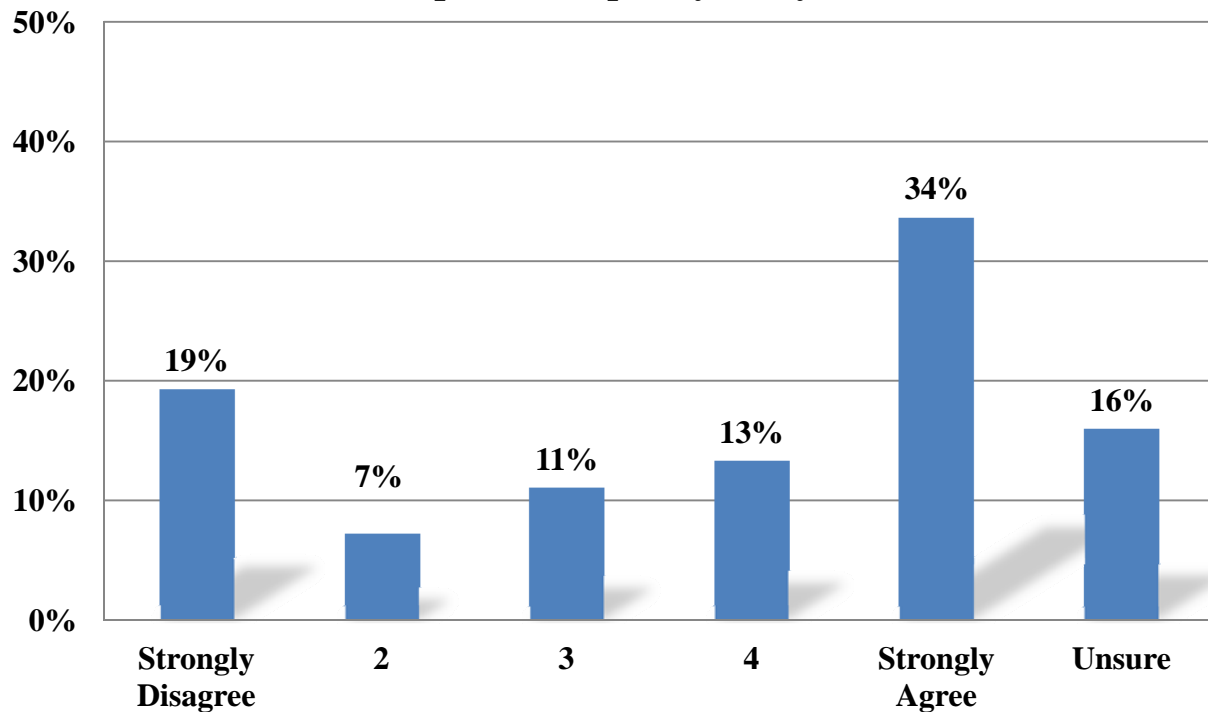
Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Homemaker Services would improve the cost effectiveness of my services.

Twenty-nine percent of customers strongly agree that adding new providers of Homemaker Services would improve the cost effectiveness of services and 9% agree that adding new providers would improve their cost effectiveness (rating as a 4 on the five-point scale). Eleven percent neither agrees nor disagrees (rating as a 3). Sixteen percent of customers strongly disagree and 6% disagree (rating as a 2) that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive. Twenty-nine percent of customers are unsure.

**47% of customers agree that adding new providers of Homemaker Services would improve the quality of the services they receive.**

**How strongly do you agree or disagree with the following statement: Adding new providers of Homemaker Services would improve the quality of my services.**



**Comments:**

Customers were asked to indicate how strongly they agreed or disagreed with the following statement, rating on a five-point scale from strongly disagree to strongly agree:

- Adding new providers of Homemaker Services would improve the quality of my services.

Thirty-four percent of customers strongly agree that adding new providers of Homemaker Services would improve the quality of services and 13% agree that adding new providers would improve their quality (rating as a 4 on the five-point scale). Eleven percent neither agrees nor disagrees (rating as three). Nineteen percent of customers strongly disagree and 7% disagree (rating as a 2) that adding new providers of Homemaker Services would improve quality of the services they receive. Sixteen percent of customers are unsure.

**The comments offered by respondents about adding new providers include the need for access to more providers, their satisfaction with their current provider, the need for more training of new caregivers, that there is too much switching of employees, and that it would not be helpful to add new providers, among others.**

**Do you have any other comments about adding new providers?**

<b>Category</b>	<b>%</b>
Access to more providers	6%
Happy with current provider	2%
New caregivers need more training	2%
Too much switching of employees	2%
Not helpful to add more providers	2%
Prefer more care - household chores	1%
More choice and control of care	1%
Need more help, more time	1%
Not enough information given to take best advantage of available services	1%
Better screening of caregivers	1%
Prefer more care - overnight care	1%
Limited travel time between consumers, need more time	1%
Insurance complication or lack of coverage	1%
Laziness; do not want or know how to work	1%
Nothing	76%
Unsure	2%
Total	100%

**Comments:**

Twenty-two percent of customers offered comments about adding new providers. Among all customers receiving Homemaker Services, 6% see a need for access to more providers. Other comments include that they are satisfied with their current provider (2%), the need for more training for new caregivers (2%), that there is too much switching of caregivers providing the services (2%), and that it would not be helpful to add new providers (2%), among others

## H. Adult Day Centers

The results in this section are based on 193 completed surveys.

### Key Findings

- Nearly all customers (97%) are very or somewhat satisfied with the Adult Day Center they attend.
- 95% of customers rate the quality of services they receive at the Adult Day Center they attend as excellent or good.
- More than nine in ten customers (92%) indicate the services they receive from the Adult Day Center always or almost always meet their needs.
- Nearly all customers (97%) indicate that the caregivers at the Adult Day Center always or almost always treat them with respect and courtesy.
- 90% of customers always or almost always know who to contact if they have a complaint about the Adult Day Center or need more help.
- 95% of customers indicate that the Adult Day Center always or almost always provides services to them when and where they are needed.
- Only 6% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 48% indicate that the Adult Day Center worked to resolve their problems.
- The main ideas for service improvement include expanding activities, transportation assistance, expanding hours, and improving food quality.

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services at Adult Day Centers are comparable to those observed among all customers, though they are somewhat less likely to indicate it would be difficult or very difficult easy to stay in their home if they did not receive services.

A summary of the items evaluating the case manager or support coordinator is provided on page 172. In general, the results for those receiving services through Adult Day Centers are also comparable to those observed among all customers. Though they are somewhat more likely to indicate always or almost always to:

- Feel I have a part in planning my care with my case manager or support coordinator.
- My case manager or support coordinator helps me understand the different service options that are available.

### Summary of Overall Ratings of Quality

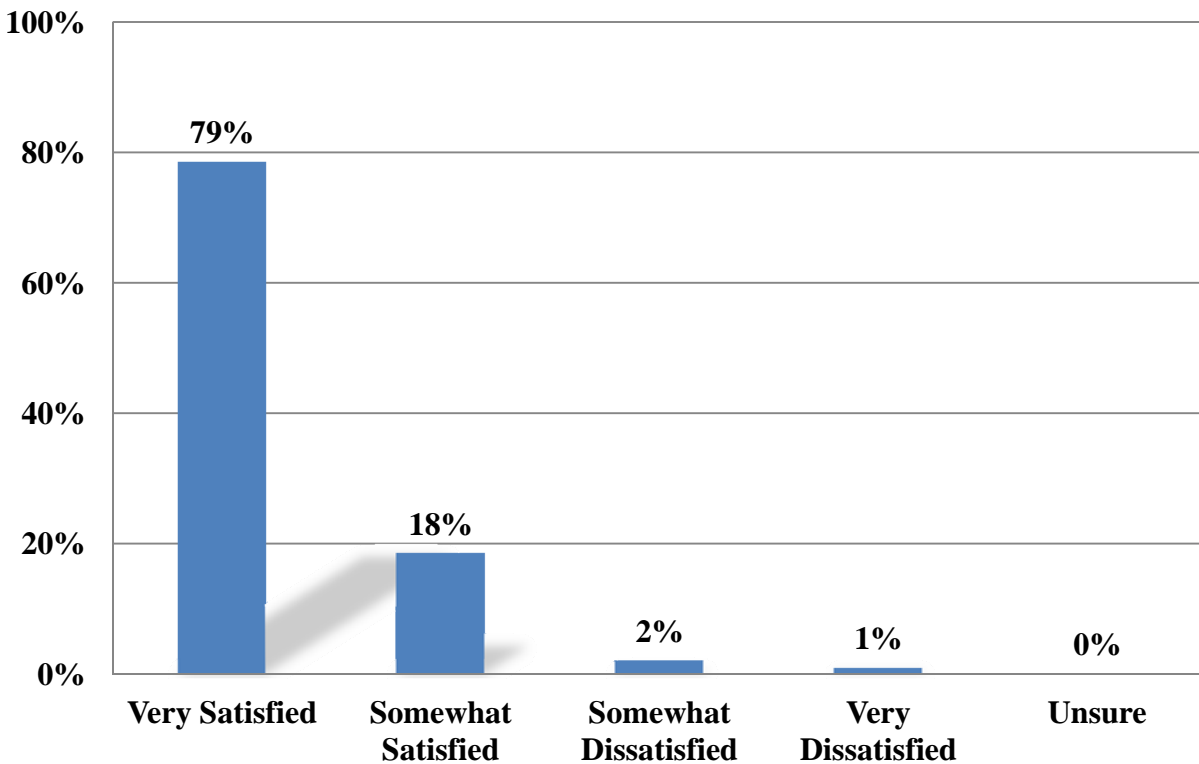
	Adult Day Center	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	84%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	91%	93%
How would you rate the timeliness of your services? (% excellent or good)	84%	85%
How would you rate when you receive your services or care? (% excellent or good)	92%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	91%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	87%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	88%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	94%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	78%	73%
Has the help you received made your life...? (% somewhat or much better)	94%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	72%	81%

### Summary of Items Evaluating of Case Manager or Support Coordinator

	Adult Day Center	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	96%	97%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	93%	87%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	94%	93%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	93%	89%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	91%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	89%	88%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	93%	88%

**Nearly all customers (97%) are very or somewhat satisfied with the Adult Day Center they attend.**

**How satisfied are you with the Adult Day Center you attend?**



**Comments:**

Among those attending an Adult Day Center, 79% are very satisfied with the services they receive, comparable to 78% in 2010. Another 18% are somewhat satisfied with the services they receive. Only 2% indicate they are somewhat dissatisfied and only 1% are very dissatisfied with the services they receive at the Adult Day Center they attend.

**By Year:**

- In 2010, 96% rated as very or somewhat satisfied.

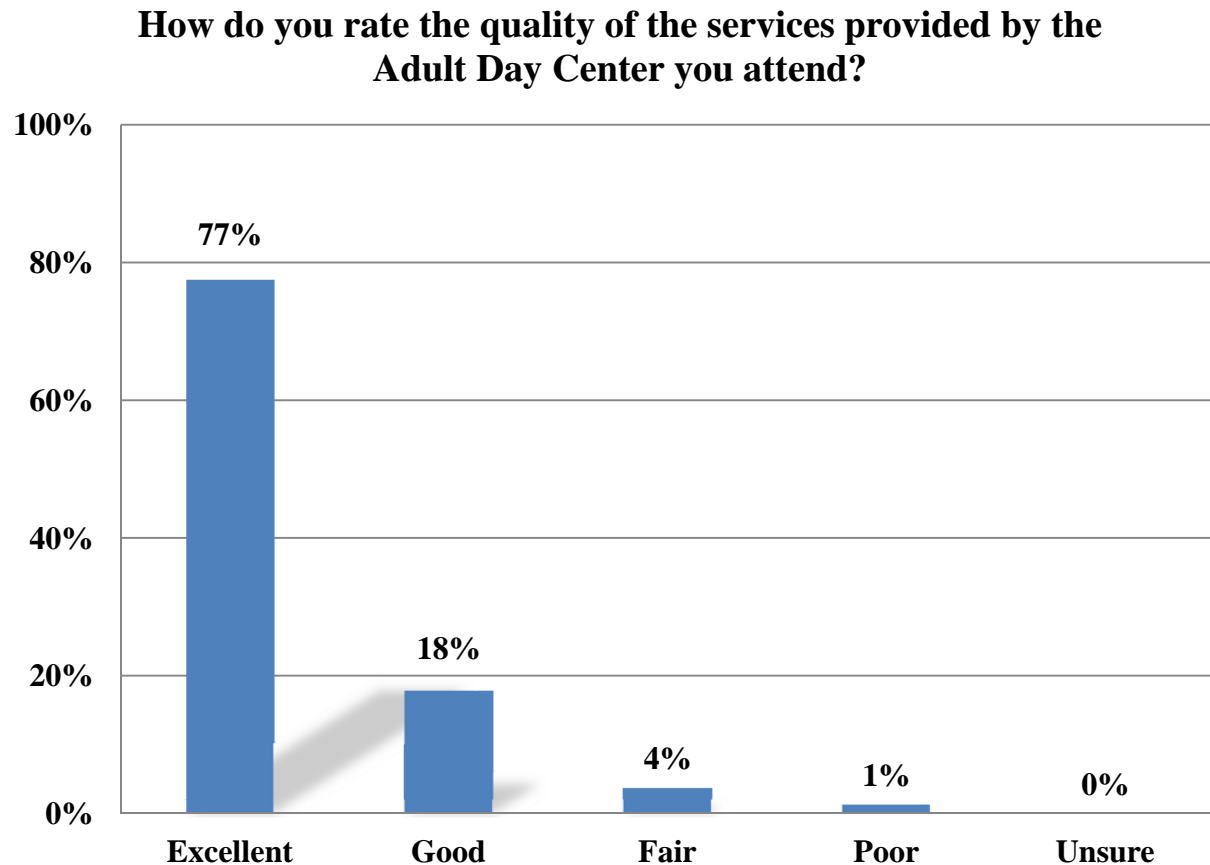
Among the small percentage that are dissatisfied, the main reasons given are the lack of activities (31%), the need for more courtesy or respect (19%), difficulty in finding a facility that meets needs (17%), and the need for different rooms for people with different needs (16%).



**Why are you dissatisfied with the Adult Day Center you attend?**  
**(% among customers indicating they are very or somewhat dissatisfied)**

<b>Category</b>	<b>%</b>
Lack of activities, need large variety of activities	31%
Increase courtesy, respect for participants	19%
Difficultly finding facility that meets our needs	17%
Different rooms for people with different needs	16%
Unsure	17%
Total	100%

**95% of customers rate the quality of services they receive at the Adult Day Center they attend as excellent or good.**



**Comments:**

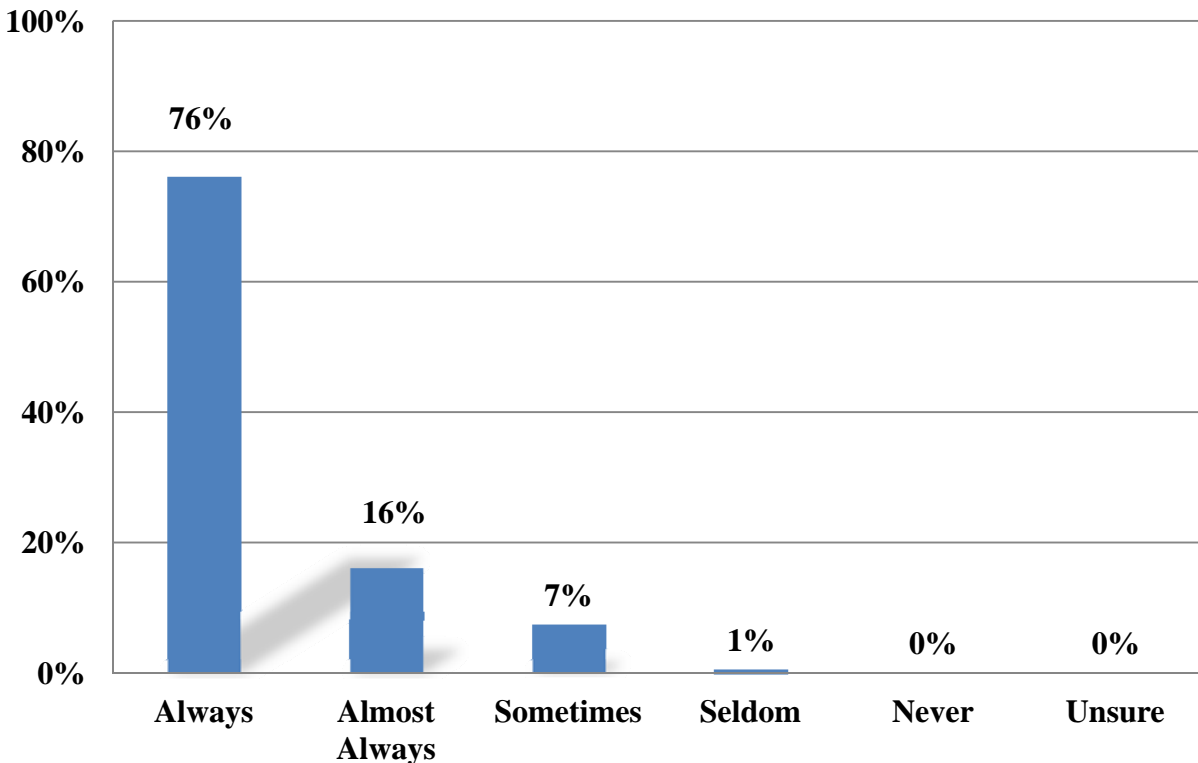
Among those attending an Adult Day Center, 77% rate the quality of services as excellent, up from 64% in 2010. Another 18% rate the quality of the services they receive as good. Only 4% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive at the Adult Day Center they attend is poor.

**By Year:**

- In 2010, 94% rated as excellent or good.

**More than nine in ten customers (92%) indicate the services they receive from the Adult Day Center always or almost always meet their needs.**

**The services I receive from the Adult Day Center meet my needs.**



**Comments:**

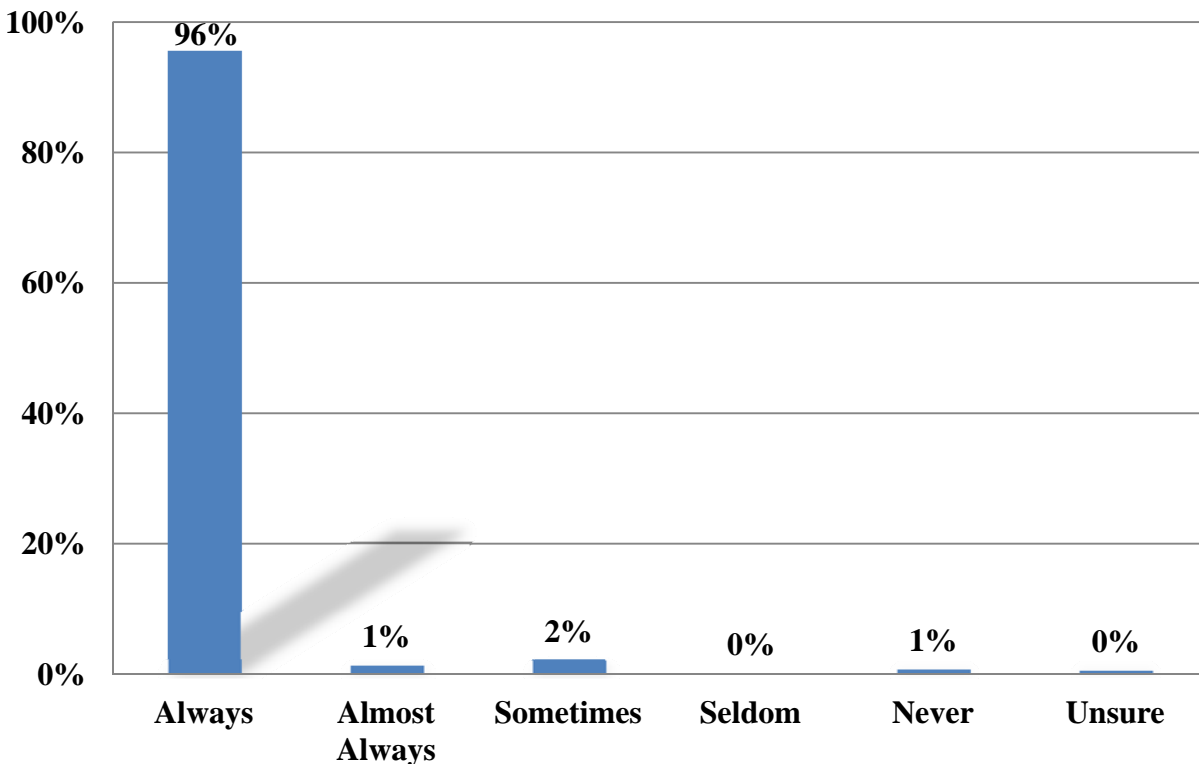
Among those attending an Adult Day Center, 76% indicate the services they receive always meet their needs, compared to 70% in 2010. Another 16% indicate the services they receive almost always meet their needs. Seven percent of customers indicate that the services they receive through the Adult Day Center meet their needs some of the time. Only 1% of customers attending an Adult Day Center indicate that the services seldom meet their needs.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 81% rated as always or almost always.
- In 2010, 90% rated as always or almost always.

**Nearly all customers (97%) indicate that the caregivers at the Adult Day Center always or almost always treat them with respect and courtesy.**

**My caregivers at the Adult Day Center treat me with respect and courtesy.**



**Comments:**

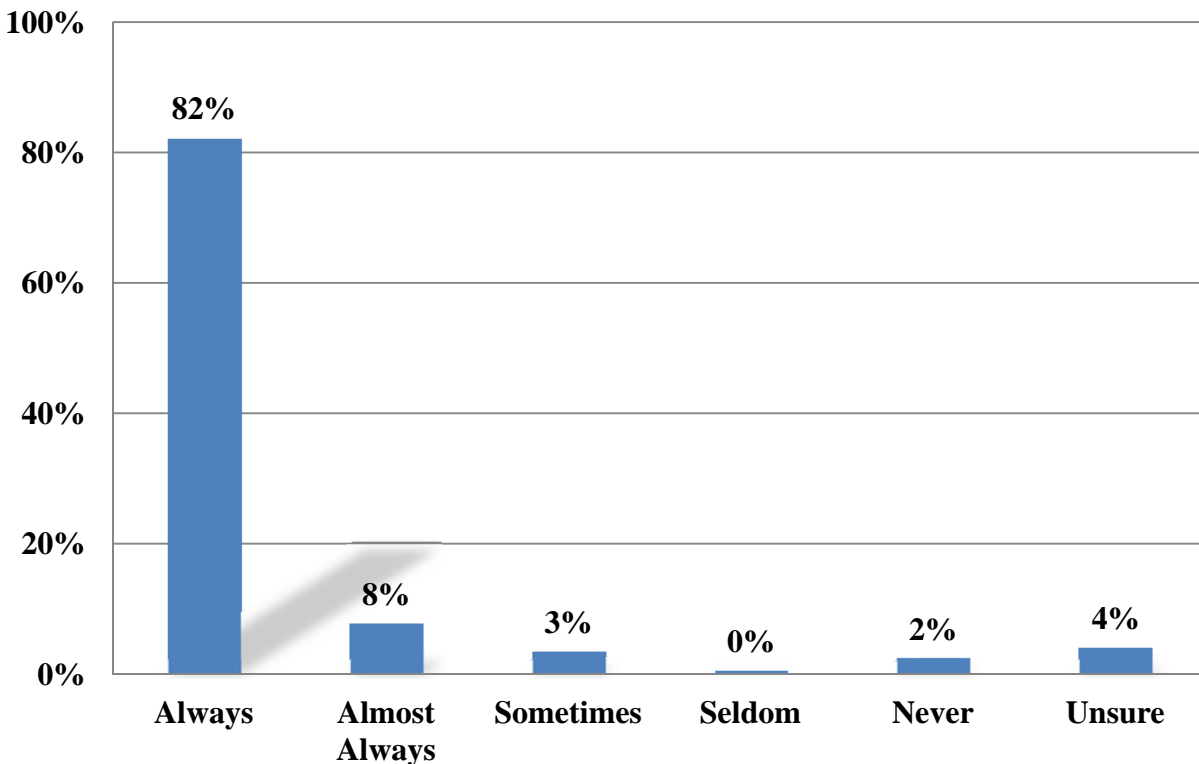
Among those attending an Adult Day Center, 96% indicate their caregivers always treat them with respect and courtesy, up from 87% in 2010. Another 1% indicates their caregivers almost always treat them with respect and courtesy. Only 2% of customers receiving services through an Adult Day Center indicate their caregivers treat them with respect and courtesy only some of the time while 1% indicates that they are never treated with respect and courtesy.

**By Year:**

- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 95% rated as always or almost always.

**90% of customers always or almost always know who to contact if they have a complaint about the Adult Day Center or need more help.**

**I know who to contact if I have a complaint about the Adult Day Center or if I need more help.**



**Comments:**

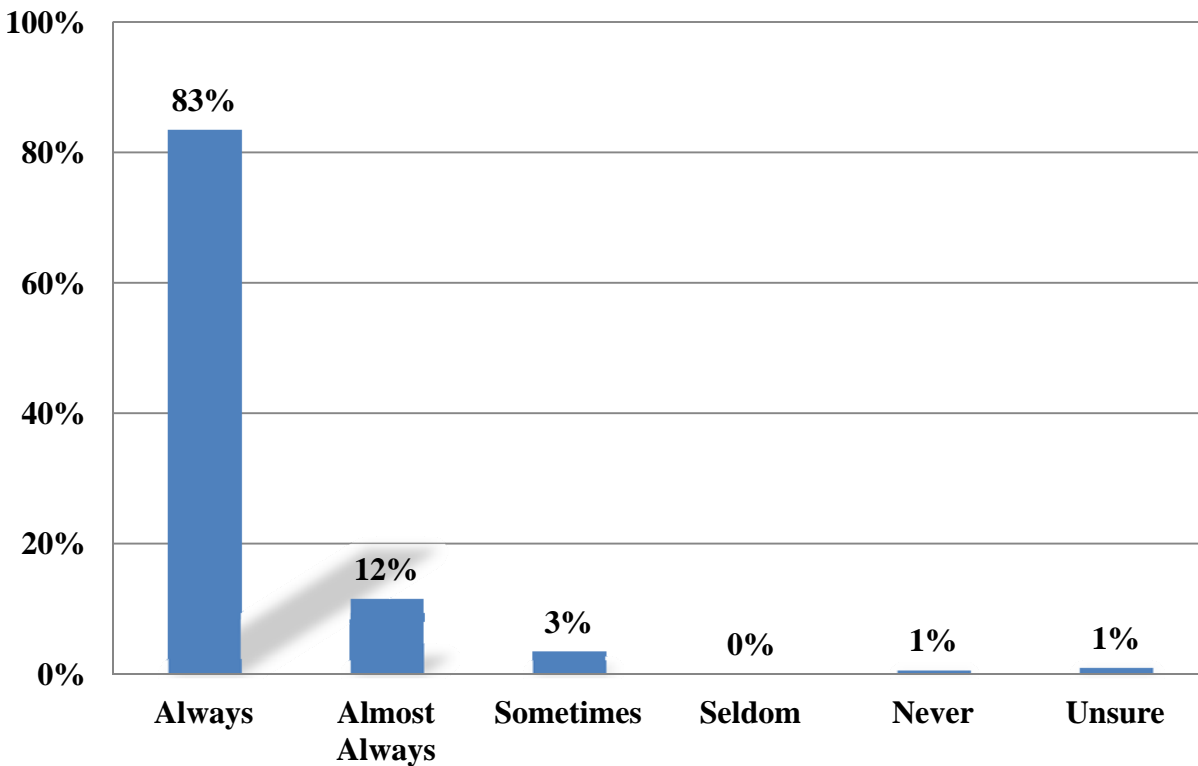
Among those attending an Adult Day Center, 82% indicate they always know who to contact if they have a complaint or if they need more help, compared to 83% in 2010. Another 8% indicate they almost always know who to contact. Three percent of customers indicate they know who to contact some of the time. Only 2% of customers attending an Adult Day Center indicate they never know who to contact if they have a complaint or if they need more help.

**By Year:**

- In 2008, 81% rated as always or almost always.
- In 2009, 79% rated as always or almost always.
- In 2010, 89% rated as always or almost always.

**95% of customers indicate that the Adult Day Center always or almost always provides services to them when and where they are needed.**

**The Adult Day Center provides services to me when and where I need them.**



**Comments:**

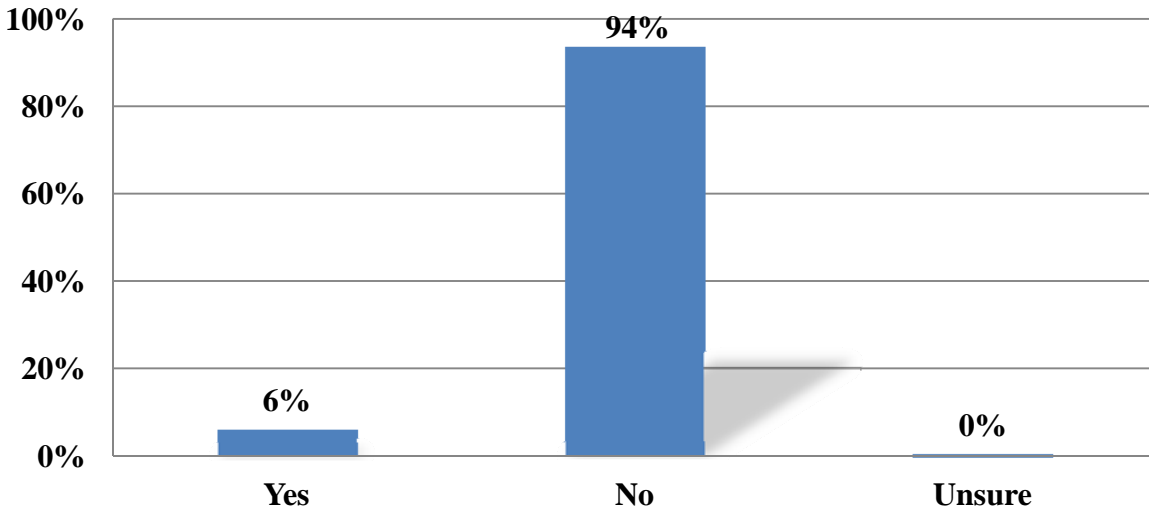
Among those attending an Adult Day Center, 83% indicate they are always provided services when and where they are needed. This is up from 76% in 2010. Another 12% indicate services are almost always provided when and where they are needed. Three percent of customers indicate that services are provided when and where needed at the Adult Day Center some of the time. Only 1% of customers indicate services are never provided by the Adult Day Center when and where they are needed.

By Year:

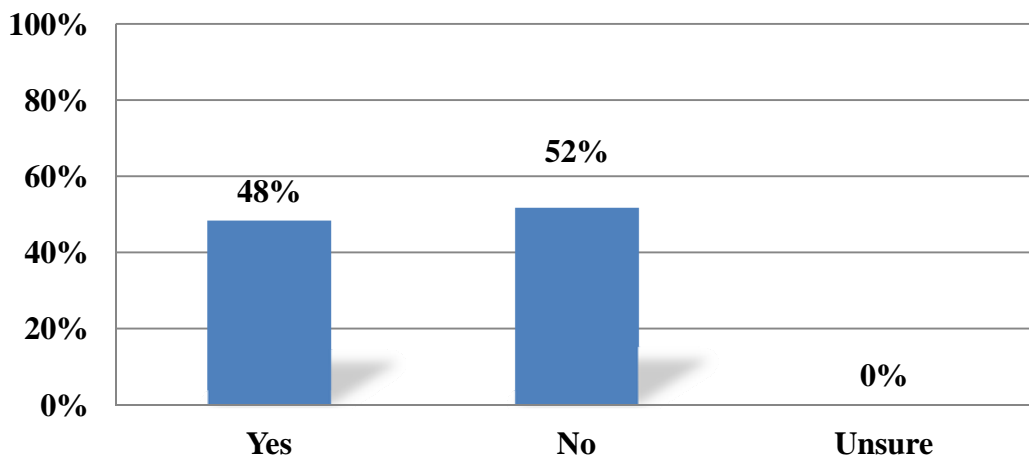
- In 2008, 84% rated as always or almost always.
- In 2009, 82% rated as always or almost always.
- In 2010, 88% rated as always or almost always.

**Only 6% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 48% indicate that the Adult Day Center worked to resolve their problems.**

**During the past 12 months, have you experienced any problems with the Adult Day Center you attend?**



**Did the Adult Day Center work to resolve any problems?**



## Comments:

Among those attending an Adult Day Center, only 6% report they have experienced problems during the past 12 months, compared to 10% in 2010. Among those experiencing problems, 28% mention the lack of activities and 20% indicate the need for more courtesy and respect. Other problems include the need for more frequent bathroom trips (19%), poor communication (19%), limited travel time (9%), the need for more help or time (9%), and transportation assistance (9%), among others. Forty-eight percent of customers that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems, compared to 52% in 2010.

### What problems did you experience with the Adult Day Center you attend during the past 12 months?

(% among customers experiencing problem during the past 12 months)

Category	%
Lack of activities, need large variety of activities	28%
Increase courtesy, respect for participants	20%
More frequent bathroom trips	19%
Poor communication	19%
Limited travel time between consumers, need more time	9%
Need more help, more time	9%
Transportation assistance	9%
Slow process getting services in place	8%
Difficulty finding facility that meets our needs	8%
Total	100%



**The main ideas for service improvement include expanding activities, transportation assistance, expanding hours, and improving food quality.**

**Is there anything that could improve services offered by the Adult Day Center to you and others?**

Category	%
Lack of activities, need large variety of activities	8%
Transportation assistance	3%
Need expanded hours, weekend hours	2%
Food not appetizing	2%
Different rooms for people with different needs	1%
Poor communication	1%
Increase courtesy, respect for participants	1%
Food preparation issues	1%
Caregivers not paid enough, need benefits	1%
Need more variety in food choices	1%
Short-staffed, not enough help	1%
Need more help, more time	1%
Other	1%
Nothing	77%
Unsure	4%
Total	100%

#### **Comments:**

Among those attending an Adult Day Center, 19% offered suggestions for improving the services provided to customers. Eight percent indicate the need for a larger variety of activities at the Adult Day Center they attend while 3% indicate a need for transportation assistance. Other comments include the need for expanded hours (2%), and that the food provided is not appetizing (2%), among others.

## I. High Technology Home Care Program

**The results in this section are based on 16 completed surveys.**

Note: Given the small number of completed surveys, the results have a large sampling error and thus should be interpreted as a qualitative assessment of the program.

### Key Findings

- **100% of respondents are very or somewhat satisfied with the services they receive from the High Technology Home Care Program.**
- **100% of respondents rate the quality of services they receive through the High Technology Home Care Program as excellent or good.**
- **100% of customers indicate the services they receive from the High Technology Home Care Program always or almost always meet their needs.**
- **100% of respondents indicate that the caregivers in the High Technology Home Care Program always treat them with respect and courtesy.**
- **91% of respondents always know who to contact if they have a complaint about the High Technology Home Care Program or need more help.**
- **100% of customers indicate that the High Technology Home Care Program always or almost always provides services to them when and where they are needed.**
- **31% of respondents have experienced problems with the High Technology Home Care Program during the past 12 months.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 185.

### Summary of Overall Ratings of Quality

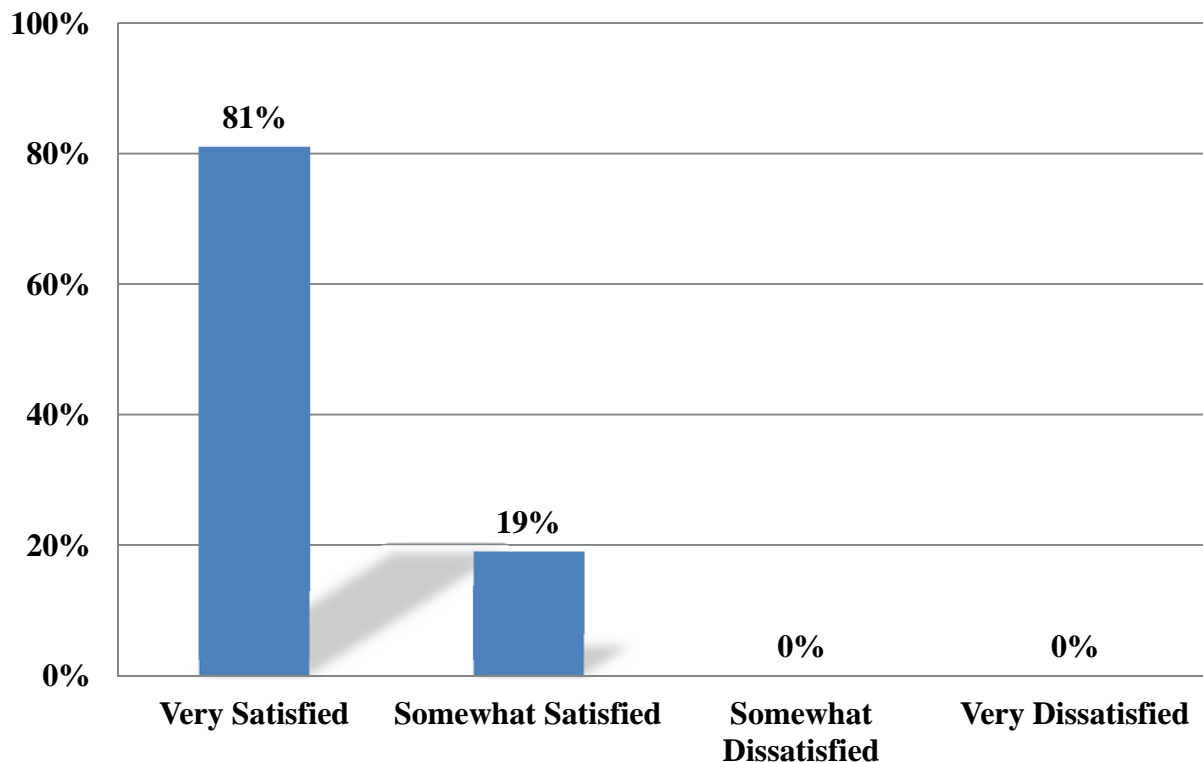
	<b>High Technology Home Care Program</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	81%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	93%
How would you rate the timeliness of your services? (% excellent or good)	81%	85%
How would you rate when you receive your services or care? (% excellent or good)	98%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	100%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	100%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	100%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	100%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	62%	73%
Has the help you received made your life...? (% somewhat or much better)	98%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	81%	81%

### Summary of Items Evaluating of Case Manager or Support Coordinator

	High Technology Home Care Program	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	87%	96%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	87%	87%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	87%	93%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	73%	89%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	73%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	73%	87%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	73%	88%

**100% of respondents are very or somewhat satisfied with the services they receive from the High Technology Home Care Program.**

**How satisfied are you with the services you receive from the High Technology Home Care Program?**



**Comments:**

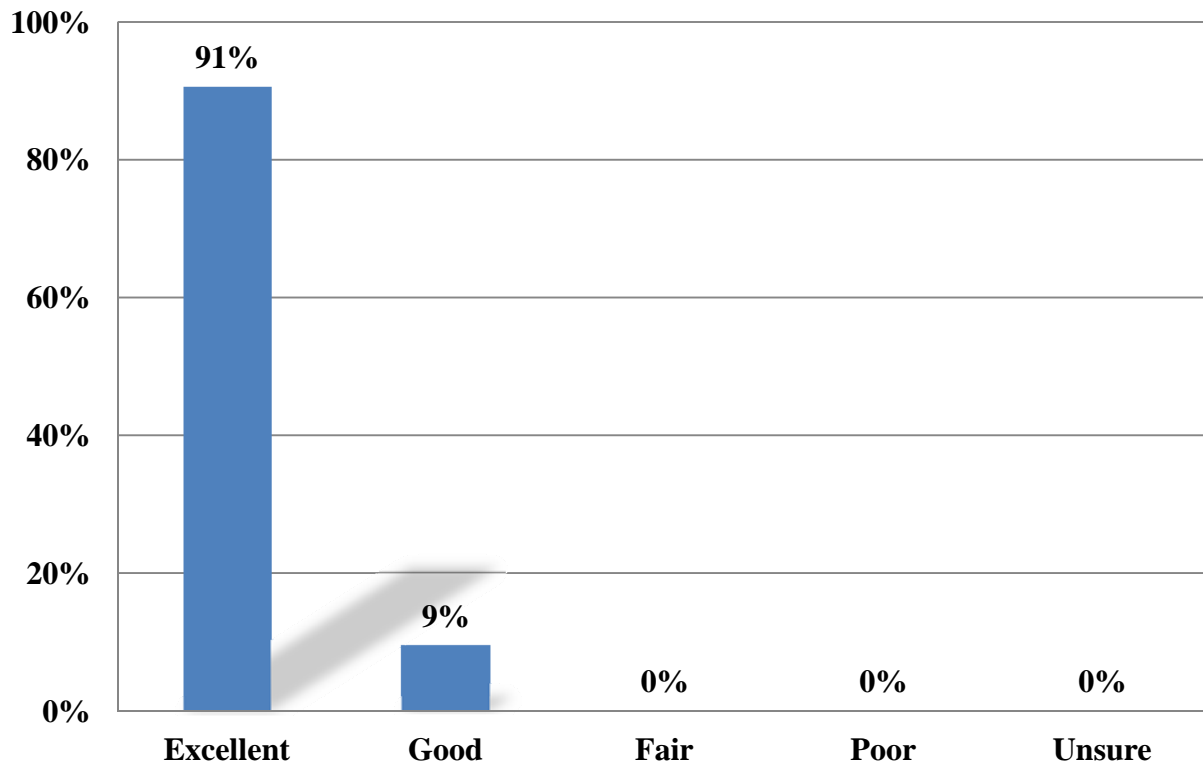
Among respondents receiving services through the High Technology Home Care Program, 81% are very satisfied with the services they receive, compared to 62% in 2010. Another 19% are somewhat satisfied with the services they receive.

**By Year:**

- In 2010, 89% rated as very or somewhat satisfied.

**100% of respondents rate the quality of services they receive through the High Technology Home Care Program as excellent or good.**

**How do you rate the quality of the services you receive from the High Technology Home Care Program?**



**Comments:**

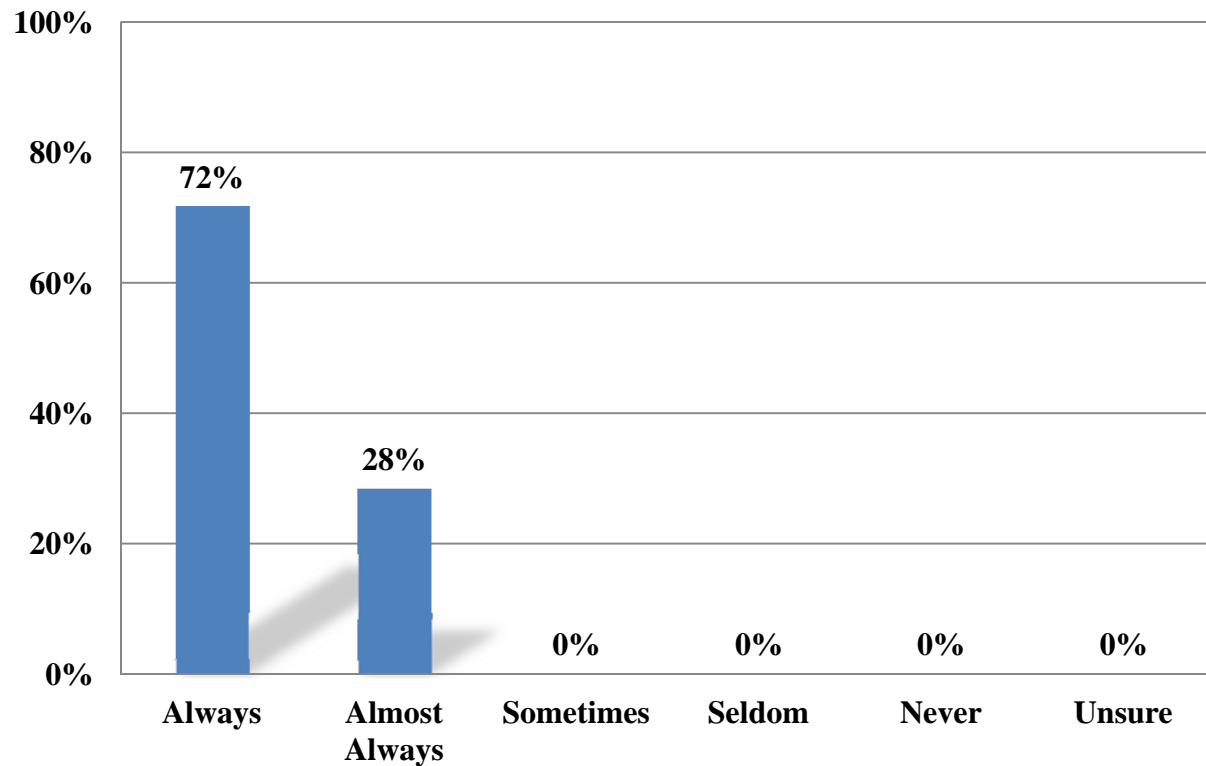
Among respondents receiving services through the High Technology Home Care Program, 91% rate the quality of services as excellent, compared to 87% in 2010. Another 9% rate the quality of the services they receive as good.

**By Year:**

- In 2010, 89% rated excellent or good.

**100% of customers indicate the services they receive from the High Technology Home Care Program always or almost always meet their needs.**

**The services I receive from the High Technology Home Care Program meet my needs.**



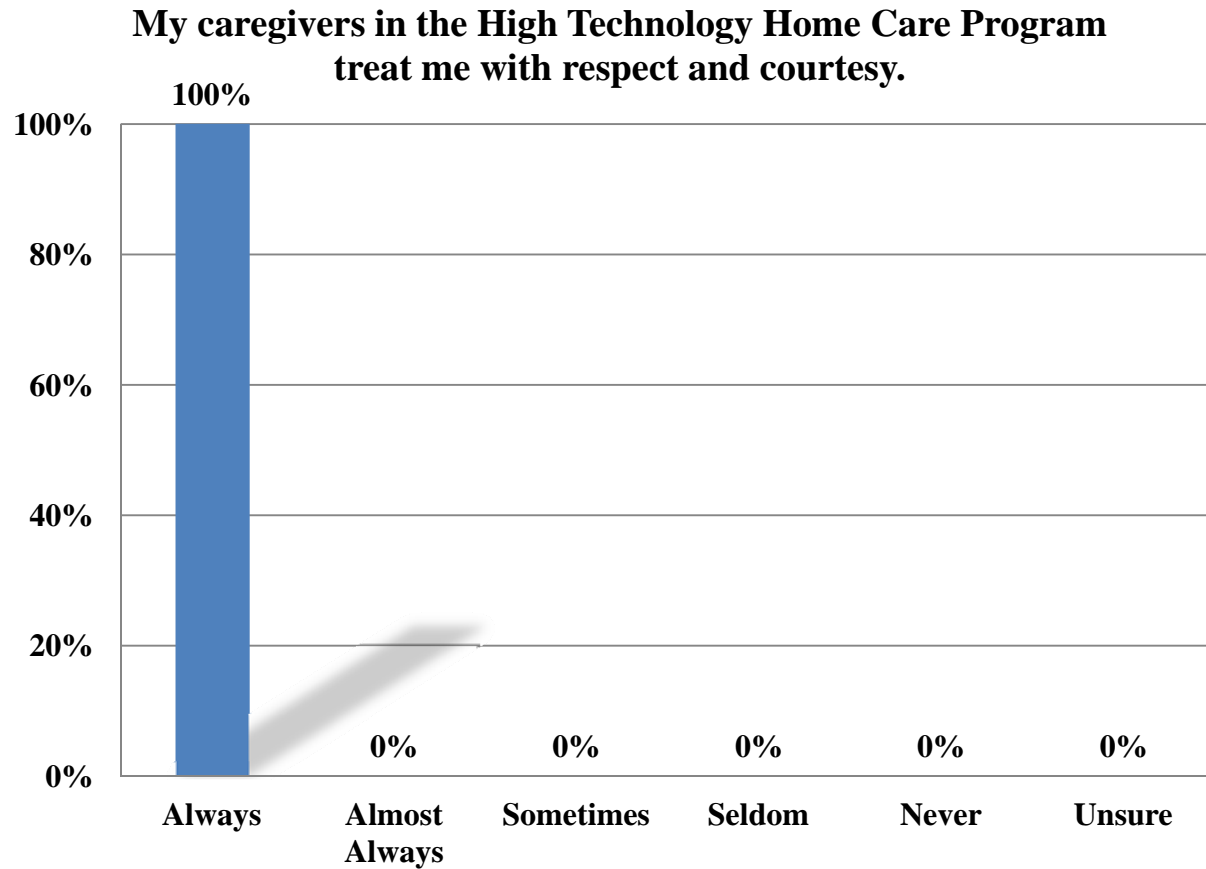
**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 72% indicate the services they receive always meet their needs, compared to 64% in 2010. Another 28% indicate the services they receive almost always meet their needs.

**By Year:**

- In 2010, 88% rated as always or almost always.

**100% of respondents indicate that the caregivers in the High Technology Home Care Program always treat them with respect and courtesy.**



**Comments:**

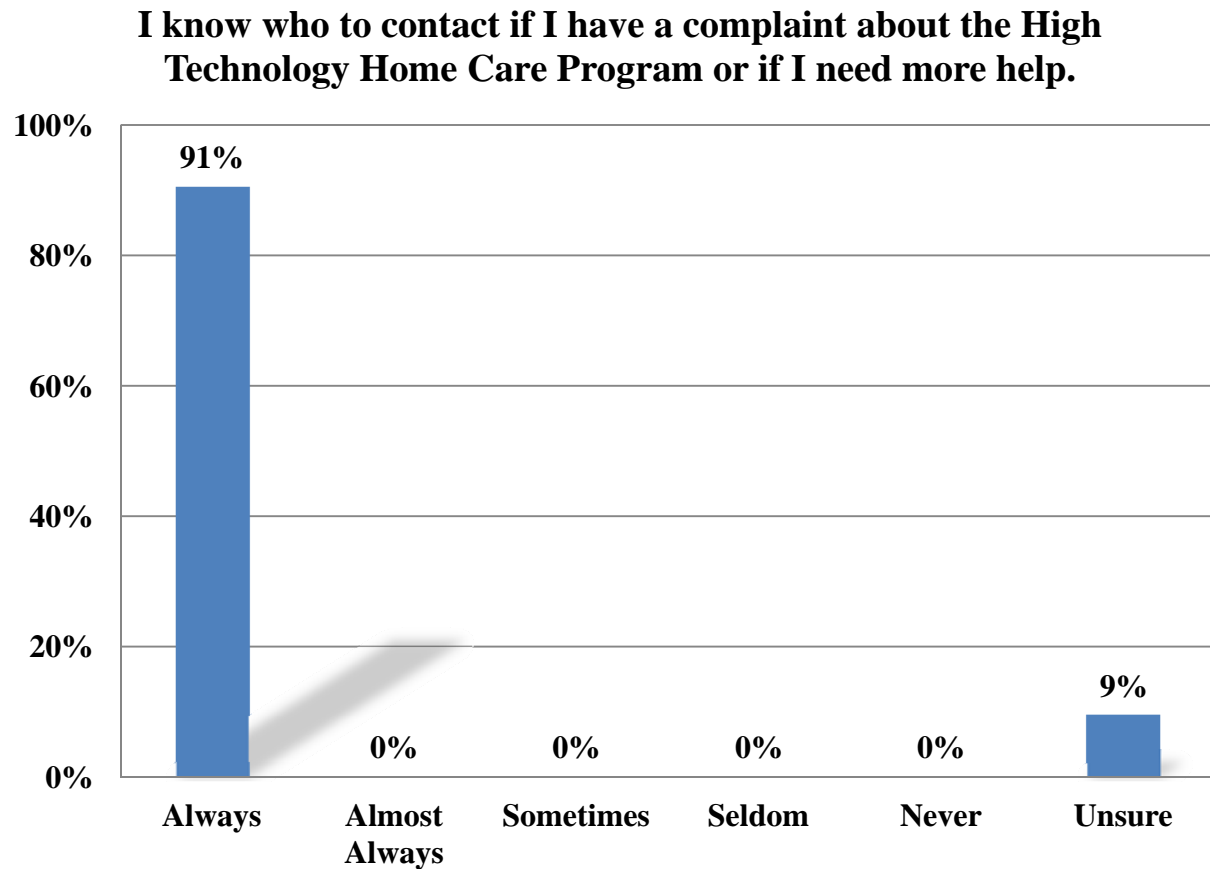
Among respondents receiving services through the High Technology Home Care Program, 100% indicate their caregivers always treat them with respect and courtesy, compared to 89% in 2010.

**By Year:**

- In 2010, 89% rated as always.



**91% of respondents always know who to contact if they have a complaint about the High Technology Home Care Program or need more help.**



**Comments:**

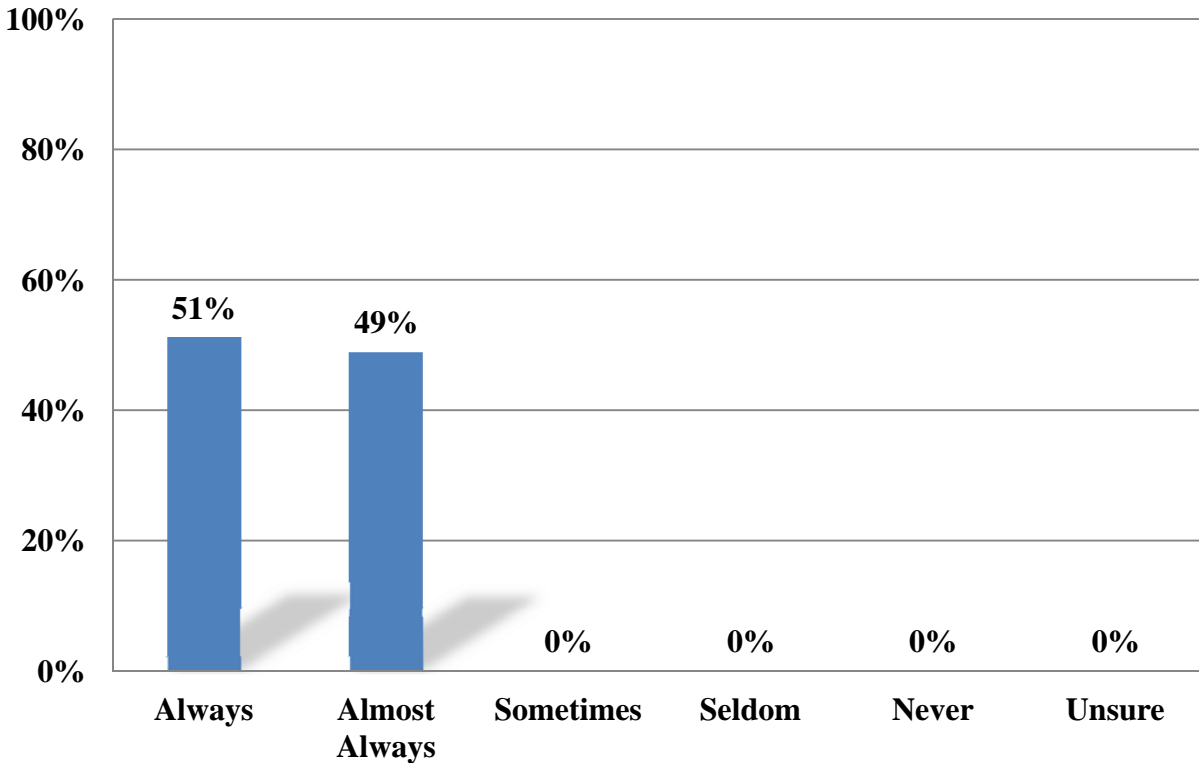
Among respondents receiving services through the High Technology Home Care Program, 91% indicate they always know who to contact if they have a complaint or if they need more help, compared to 89% in 2010. Nine percent are unsure.

**By Year:**

- In 2010, 89% rated as always.

**100% of customers indicate that the High Technology Home Care Program always or almost always provides services to them when and where they are needed.**

**The High Technology Home Care Program provides services to me when and where I need them.**



**Comments:**

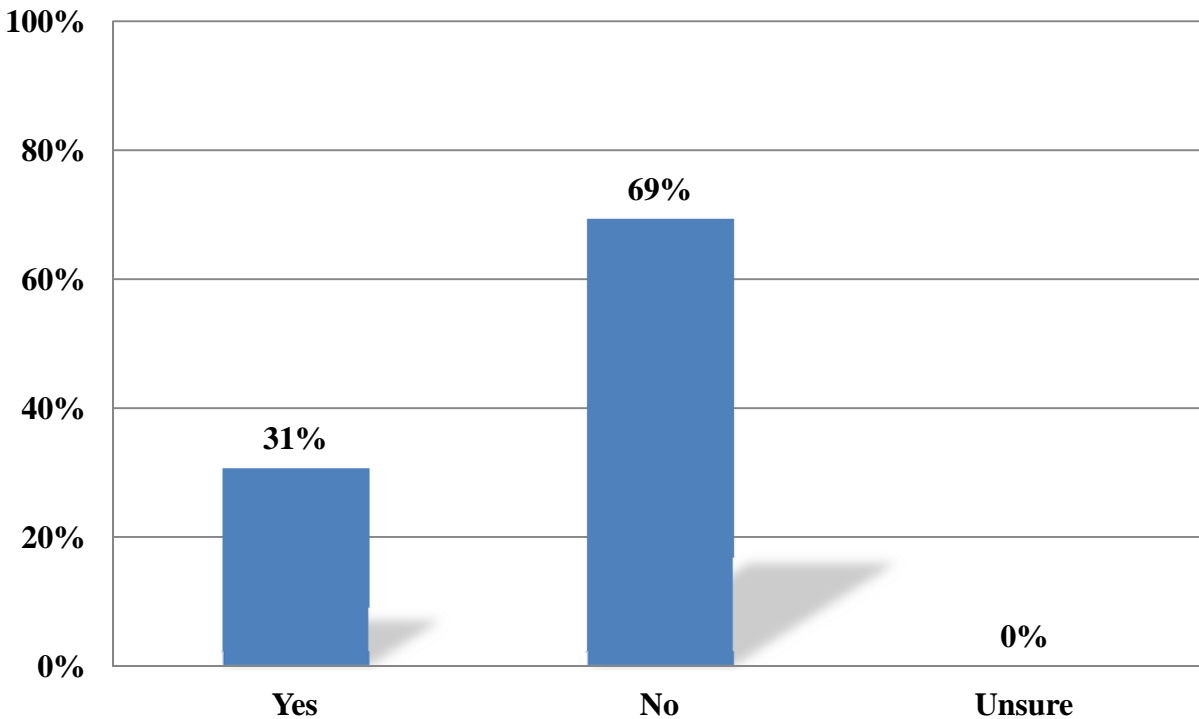
Among respondents receiving services through the High Technology Home Care Program, 51% indicate they are always provided services when and where they are needed, compared to 27% in 2010. Another 49% indicate services are almost always provided when and where they are needed.

By Year:

- In 2010, 89% rated as always or almost always.

**31% of respondents have experienced problems with the High Technology Home Care Program during the past 12 months.**

**Have you experienced any problems with the High Technology Home Care Program during the past 12 months?**



**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 31% report they have experienced problems during the past 12 months, compared to 24% in 2010. These respondents indicate:

- *Overnights are difficult to schedule because rules are so rigid. Policy dictating how to treat my daughter rather than her condition.*
- *Finding overnight nurses (with good references).*
- *We self-manage our care and have two shifts still covered by a "nursing" company. EO Friday night shift is not covered at this time. So, we must use "our" home and community based waiver money to cover. We also need "RN" QDDP. Mom is a QDDP but NOT an RN.*
- *A couple of people didn't do what they were supposed to do, but they never returned.*

## Respondent Comments:

### What could High Technology Home Care Program do to improve the services it offers to you and others?

- *Overnight nurses, the agency has trouble finding nurses who want to work over night hours.*
- *Be more client centered in your approach. Right now, fear and policy dictate procedures.*
- *Client needs are secondary, not primary. This is administrative. Staff is fantastic.*
- *Actual coverage of shifts they say they will.*
- *ARIS as a payroll provider: sometimes makes mistakes which can delay our caregiver's paychecks. Accurate and timely paychecks are critical to retaining caregivers.*
- *Ensure that nurses will continue to be considered independent contractors and not employees of the families using their services. I understand families may be required to pay workers' compensation if they are ruled "employees."*
- *More nurses available in case someone calls out due to illness or such, more nurses would be awesome, sometimes providers have trouble finding other nurses.*
- *I think maybe a little more ... little more education on the vent, understanding the ventilator / a lot of us have a lot of questions about the ventilator; it'd be nice if we had someone to talk to or have meetings about it or whatever.*

## **J. Traumatic Brain Injury Program**

**The results in this section are based on 13 completed surveys.**

Note: Given the small number of completed surveys, the results have a large sampling error and thus should be interpreted as a qualitative assessment of the program.

### **Key Findings**

- **84% of respondents are very or somewhat satisfied with the services they receive from the Traumatic Brain Injury Program.**
- **100% of respondents rate the quality of services they receive through the Traumatic Brain Injury Program as excellent or good.**
- **69% of customers indicate the services they receive from the Traumatic Brain Injury Program always or almost always meet their needs.**
- **100% of respondents indicate that the caregivers in the Traumatic Brain Injury Program always or almost always treat them with respect and courtesy.**
- **62% of respondents always or almost always know who to contact if they have a complaint about the Traumatic Brain Injury Program or need more help.**
- **77% of customers indicate that the Traumatic Brain Injury Program always or almost always provides services to them when and where they are needed.**
- **38% of respondents have experienced problems with the Traumatic Brain Injury Program during the past 12 months.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 196.

### Summary of Overall Ratings of Quality

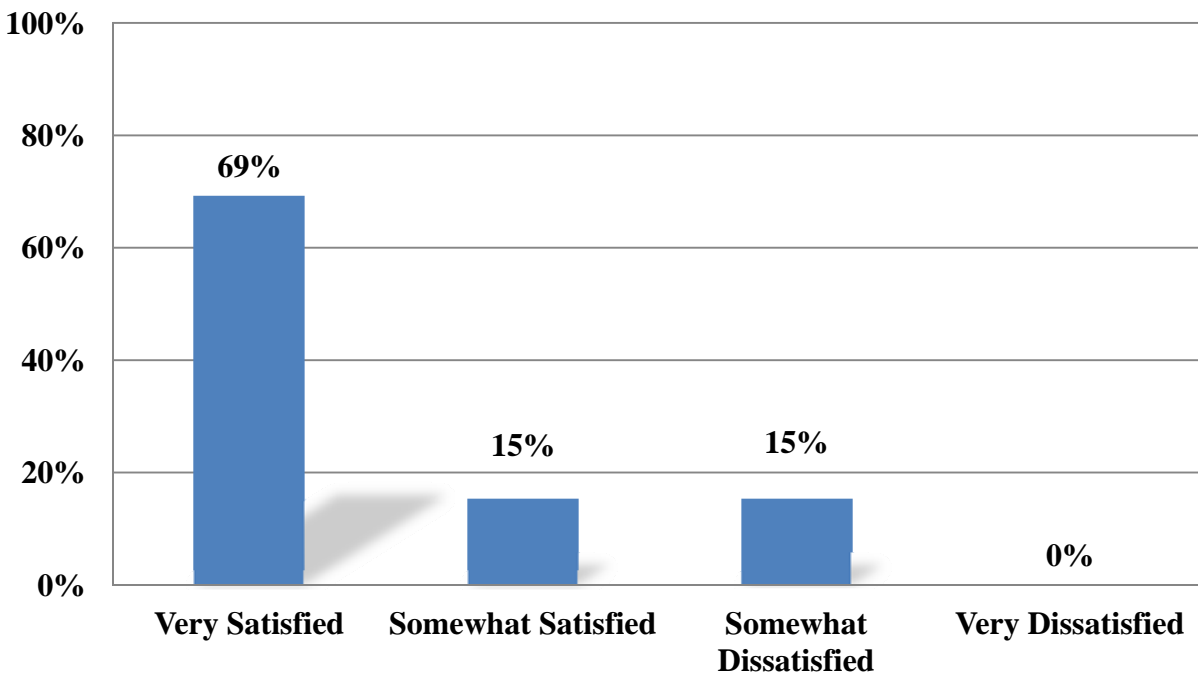
	<b>Traumatic Brain Injury Program</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	77%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	92%	93%
How would you rate the timeliness of your services? (% excellent or good)	69%	85%
How would you rate when you receive your services or care? (% excellent or good)	100%	90%
How would you rate the communication between you and the people who help you? (% excellent or good)	85%	91%
How would you rate the reliability of the people who help you? (% excellent or good)	100%	94%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	85%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	100%	88%
How would you rate the courtesy of those who help you? (% excellent or good)	92%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	100%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	85%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	54%	73%
Has the help you received made your life...? (% somewhat or much better)	85%	94%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	69%	81%

### Summary of Items Evaluating of Case Manager or Support Coordinator

	Traumatic Brain Injury Program	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	96%	90%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	87%	70%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	93%	100%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	89%	80%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	88%	80%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	87%	80%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	88%	90%

**84% of respondents are very or somewhat satisfied with the services they receive from the Traumatic Brain Injury Program.**

**How satisfied are you with the services you receive from the Traumatic Brain Injury Program?**



**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 69% are very satisfied with the services they receive, compared to 59% in 2010. Another 15% are somewhat satisfied with the services they receive. Fifteen percent of respondents indicate they are somewhat dissatisfied with the services they receive. The dissatisfied respondents indicate:

- *It is too difficult to get speech and occupational rehab and always going through hoops.*
- *Our main people who work directly with us are satisfactory, and the admin part because of re-routing, they don't have enough people working there, and it shows. There isn't enough training in Bayada, you need to give workers better pay. I see poor paper management. Communication is a huge factor within the structure itself. Not everyone is on the same page.*

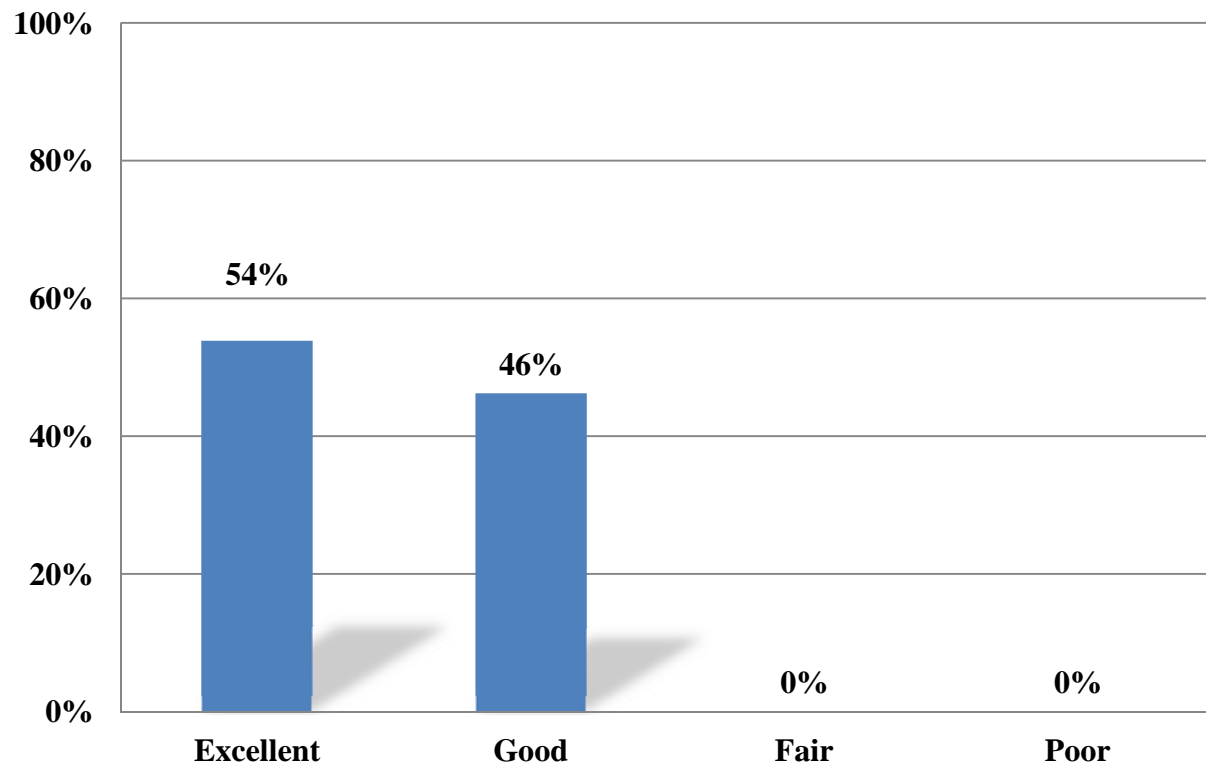
**By Year:**

- In 2010, 88% rated as very or somewhat satisfied.



**100% of respondents rate the quality of services they receive through the Traumatic Brain Injury Program as excellent or good.**

**How do you rate the quality of the services you receive from the Traumatic Brain Injury Program?**



**Comments:**

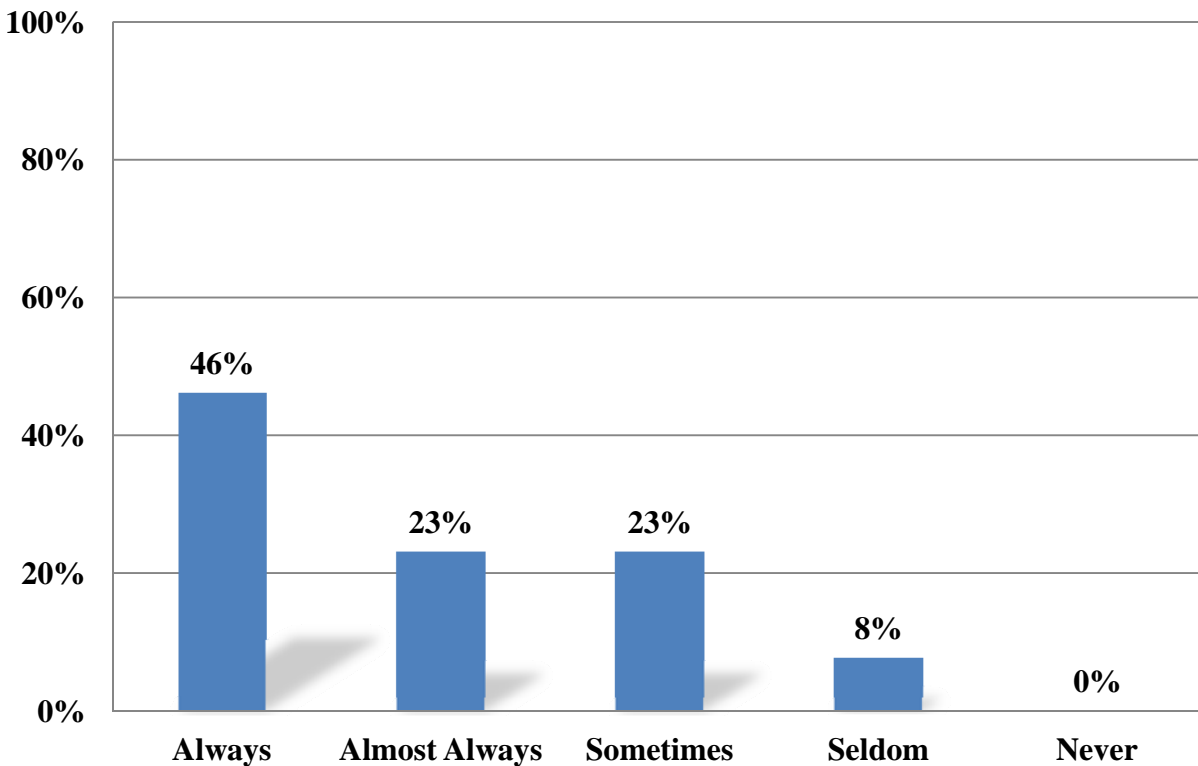
Among respondents receiving services through the Traumatic Brain Injury Program, 54% rate the quality of services as excellent, compared to 41% in 2010. Another 46% rate the quality of the services they receive as good.

By Year:

- In 2010, 76% rated as excellent or good.

**69% of customers indicate the services they receive from the Traumatic Brain Injury Program always or almost always meet their needs.**

**The services I receive from the Traumatic Brain Injury Program meet my needs.**



**Comments:**

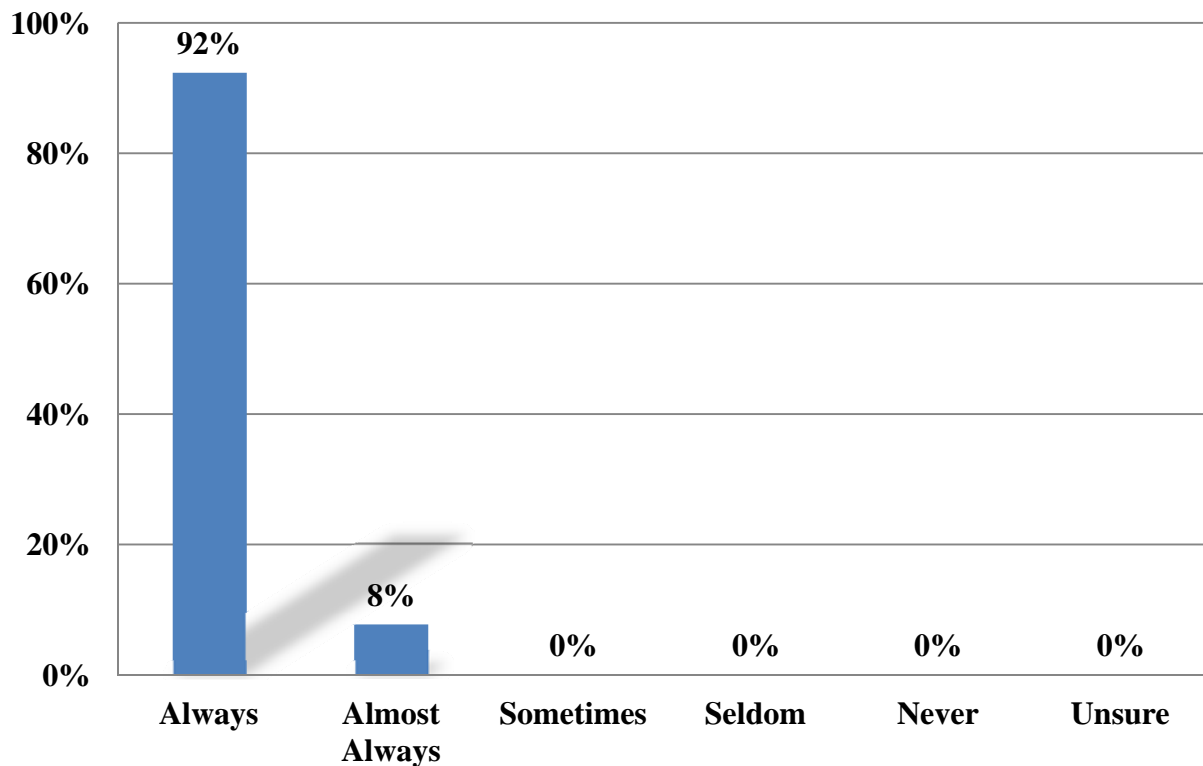
Among respondents receiving services through the Traumatic Brain Injury Program, 46% indicate the services they receive always meet their needs, compared to 41% in 2010. Another 23% indicate the services they receive almost always meet their needs. Twenty-three percent of respondents indicate that the services meet their needs some of the time and 8% of respondents receiving services through the Traumatic Brain Injury Program indicate that the services seldom meet their needs.

**By Year:**

- In 2010, 70% rated as always or almost always.

**100% of respondents indicate that the caregivers in the Traumatic Brain Injury Program always or almost always treat them with respect and courtesy.**

**My caregivers in the Traumatic Brain Injury Program treat me with respect and courtesy.**



**Comments:**

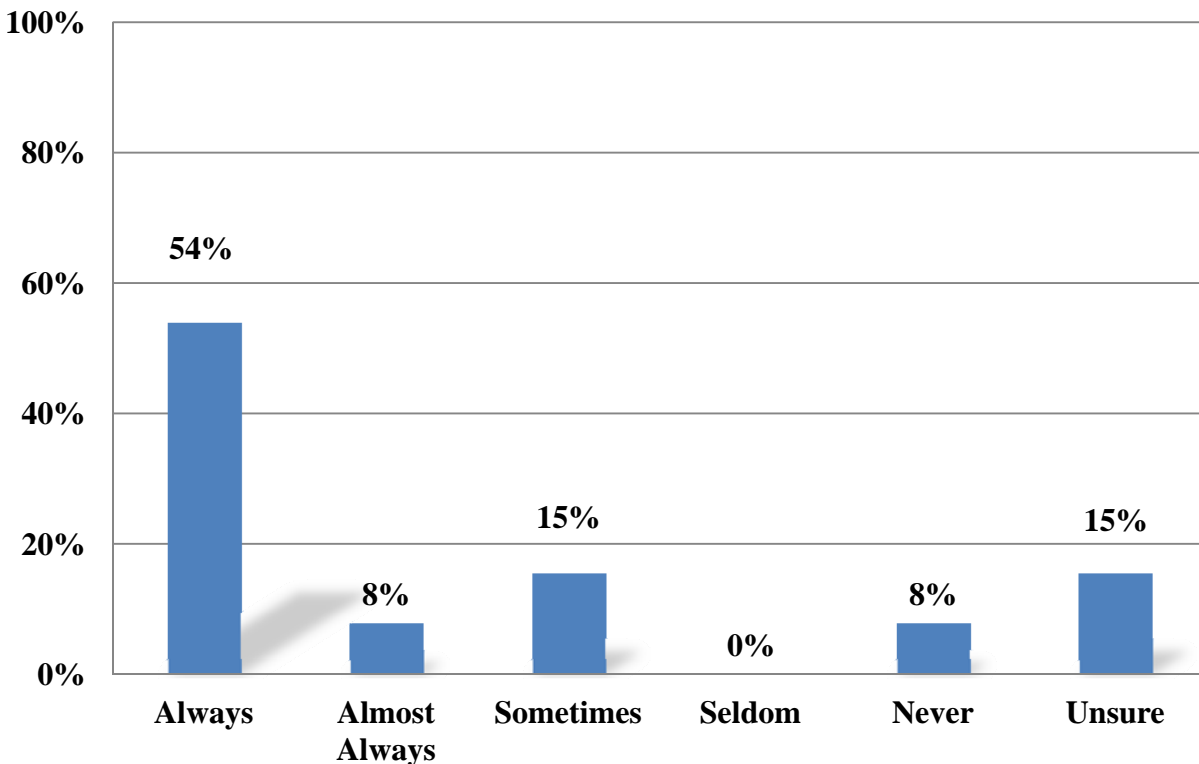
Among respondents receiving services through the Traumatic Brain Injury Program, 92% indicate their caregivers always treat them with respect and courtesy, compared to 71% in 2010. Another 8% indicate they are almost always treated with respect and courtesy.

By Year:

- In 2010, 89% rated as always or almost always.

**62% of respondents always or almost always know who to contact if they have a complaint about the Traumatic Brain Injury Program or need more help.**

**I know who to contact if I have a complaint about the Traumatic Brain Injury Program or if I need more help.**



**Comments:**

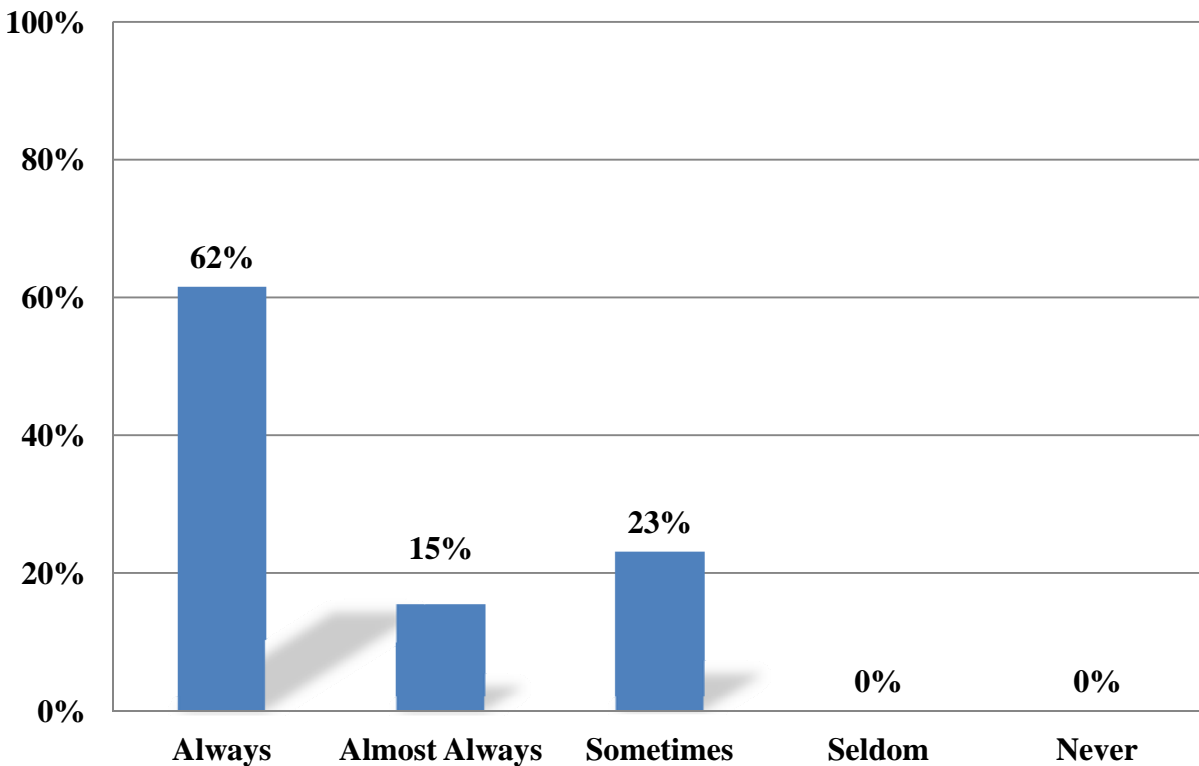
Among respondents receiving services through the Traumatic Brain Injury Program, 54% indicate they always know who to contact if they have a complaint or if they need more help, compared to 71% in 2010. Another 8% indicate they almost always know who to contact if they have a complaint or if they need more help. Fifteen percent of respondents receiving services through the Traumatic Brain Injury Program indicate they sometimes know who to contact if they have a complaint or need more help while 8% never know who to contact. Fifteen percent are unsure.

**By Year:**

- In 2010, 71% rated as always.

**77% of customers indicate that the Traumatic Brain Injury Program always or almost always provides services to them when and where they are needed.**

**The Traumatic Brain Injury Program provides services to me when and where I need them.**



**Comments:**

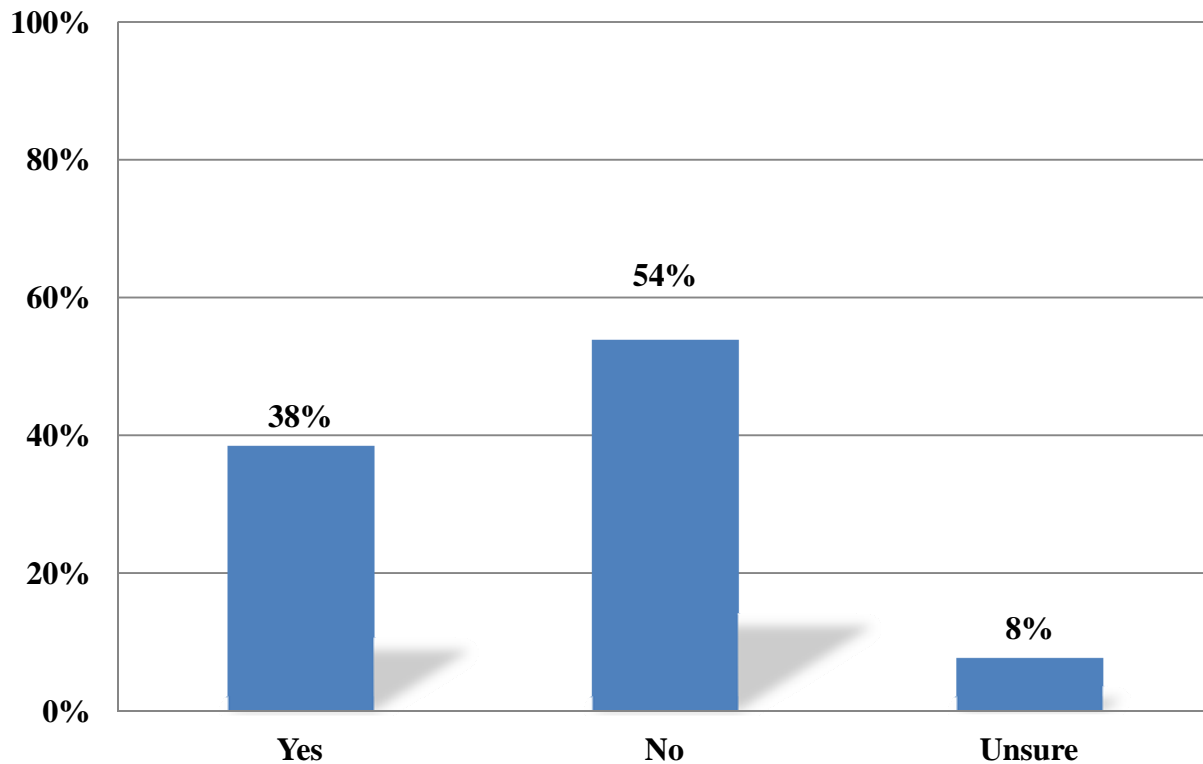
Among respondents receiving services through the Traumatic Brain Injury Program, 62% indicate they are always provided services when and where they are needed, compared to 53% in 2010. Another 15% indicate services are almost always provided when and where they are needed. Twenty-three percent of respondents indicate that the program provides services when and where needed only some of the time.

By Year:

- In 2010, 77% rated as always or almost always.

**38% of respondents have experienced problems with the Traumatic Brain Injury Program during the past 12 months.**

**Have you experienced any problems with the Traumatic Brain Injury Program during the past 12 months?**



**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 38% report they have experienced problems during the past 12 months, compared to 41% in 2010.

These respondents indicate:

- *Communication problems, understanding the program has been a problem, them communicating with us, and it's been really hard to do any day to day case management with [redacted] because they are so far away from us. They are currently offering funding for home provider services, and that has helped greatly, we are trying to get full time services.*
- *It is just really too difficult to get needed services and I'm always jumping through hoops and have to keep verifying information every month and I have to keep right on it. It is such a ridiculous amount of time that I have to spend dealing with this.*

- *Management and the two people under VNA have done a great job, but the director of the program has not always listened or been a strong advocate. Communication is poor between advocate and program director. At times family had questioned the patients' best interests were being considered by the program director.*
- *The facility is great and the staff is great and good to us all but our son has no advocate so appointments that he needs like eye glasses and med changes when he has a lot of side effects. These are health issues that need to be taken care of as it affects his well being.*
- *The changeover in management created an oversight in ensuring the TBI waiver monies were not embezzled. TBI could oversee and listen to case coordinator in regards to family needs.*

## Respondent Comments:

**Is there anything that could improve services offered by the Traumatic Brain Injury Program to you and others?**

- *Recruit better Life Skills trainers to work with TBI patients and match them better to individual's needs; there is not a pool to choose from. We were never told that we could choose our LST, interview or hire/fire LST. We were not told many aspects of the program, or helped to figure out brain rehab tools initially.*
- *Better communication, better understanding of their program, better support people to help [redacted]*
- *Make it easier to get services. If someone is qualified for the services, why make it feel like you have to drive yourself through the ground to get what your child needs?*
- *We need an advocate for health issues and necessary appointments.*
- *More geographic for TBI.*



## K. Quality of Life and Satisfaction Scale Measures

### 1. Quality of Life and Satisfaction Indices

This section summarizes results of analyses conducted on items addressing service satisfaction and quality of life. Comparisons between DAIL customers in 2010 and 2011 are examined on Quality of Life (QoL) measures while service satisfaction and QoL is examined with respect to DAIL customers' demographic characteristics (gender, age, and county of residence) as well as program participation (Attendant Services Program, Homemaker Services, Personal Care Services, Flexible Choices, Adult Day Center, High Technology Home Care Program, Traumatic Brain Injury Program).

Given the large number of individual questions addressing service satisfaction and QoL, these were combined into composite measures consistent with those used in 2010. Twenty-six individual questions were collapsed into four composite measures including a Service and Staff Satisfaction Composite, an Interpersonal QoL Composite, a Safety and Mobility QoL Composite, and a General Health QoL Composite. The table below displays the individual items which comprise each composite measure. Composite scores were calculated by averaging scores across all items making up the composite. In addition to these four composite measures, two overall measures of social support and life satisfaction are examined. Significant differences are assessed by comparing 95% Confidence Intervals. Across all four composite measures and two overall measures examined in this section, higher scores indicate more positive feelings.

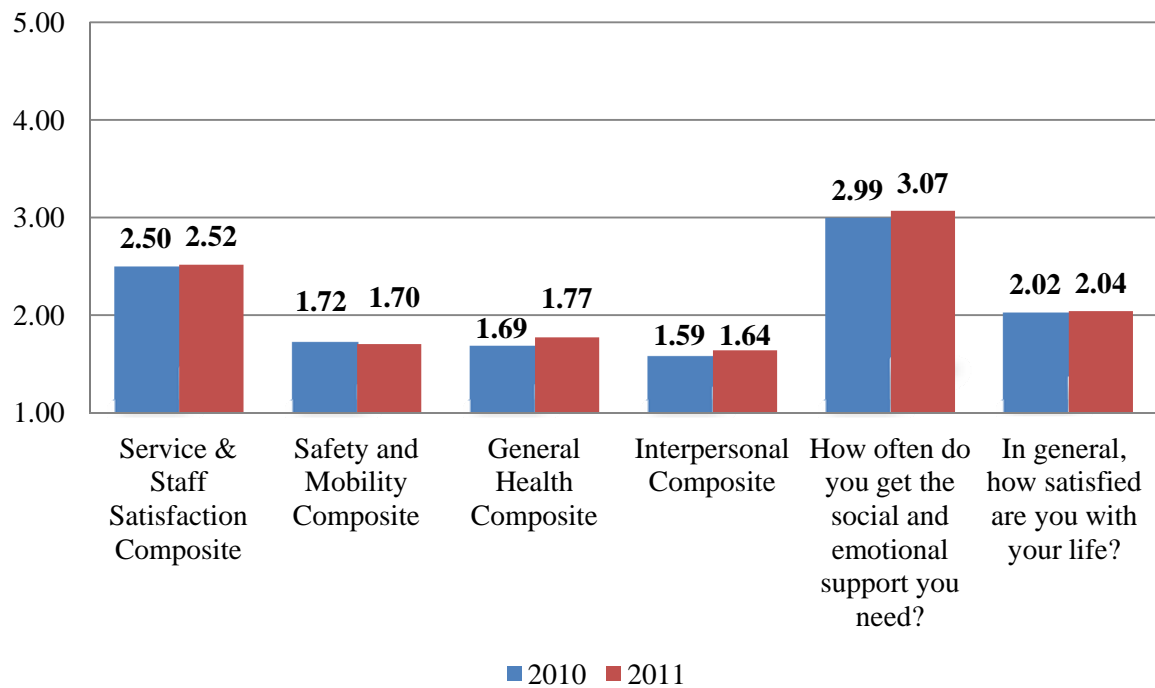
Items Included in Composite Measures
<b>Service and Staff Satisfaction Composite Measure (4-point scale)</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive?
How would you rate the overall quality of the help you receive?
How would you rate the timeliness of your services?
How would you rate when you receive your services or care?
How would you rate the communication between you and the people who help you?
How would you rate the reliability of the people who help you?
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
How would you rate how well problems or concerns you have with your care are taken care of?
How would you rate the courtesy of those who help you?
How would you rate how well people listen to your needs and preferences?

<b>Items Included in Composite Measures</b>
<b>Interpersonal QoL Composite (3-point scale)</b>
I am satisfied with how I spend my free time. (How well does this statement describe your life?)
I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)
I have someone I can count on in an emergency. (How well does this statement describe your life?)
I feel satisfied with my social life. (How well does this statement describe your life?)
I feel valued and respected. (How well does this statement describe your life?)
I really feel a part of my community. (How well does this statement describe your life?)
I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)
I have someone to do something enjoyable with. (How well does this statement describe your life?)
During my leisure time, I almost always have something to do. (How well does this statement describe your life?)
<b>Safety and Mobility QoL Composite (3-point scale)</b>
I feel safe in the home where I live. (How well does this statement describe your life?)
I feel safe out in my community. (How well does this statement describe your life?)
I can get to where I need or want to go. (How well does this statement describe your life?)
I can get around inside my home as much as I need to. (How well does this statement describe your life?)
<b>General Health QoL Composite (5-point scale)</b>
In general, compared to other people your age, would you say your health is...?
Compared to one year ago, how would you rate your health in general now?
<b>Individual Overall Items</b>
How often do you get the social and emotional support you need? (5-point scale)
In general, how satisfied are you with your life? (4-point scale)

*Note. One item, In my leisure time, I usually do not like what I am doing, but I do not know what else to do. (How well does this statement describe your life?), did not statistically load on any composite item and was, therefore, dropped from the composite measures.*

**There have been no significant changes among DAIL customers between 2010 and 2011 on Quality of Life and life satisfaction.**

**QoL Comparisons Between 2010 and 2011 Vermont DAIL Customers**

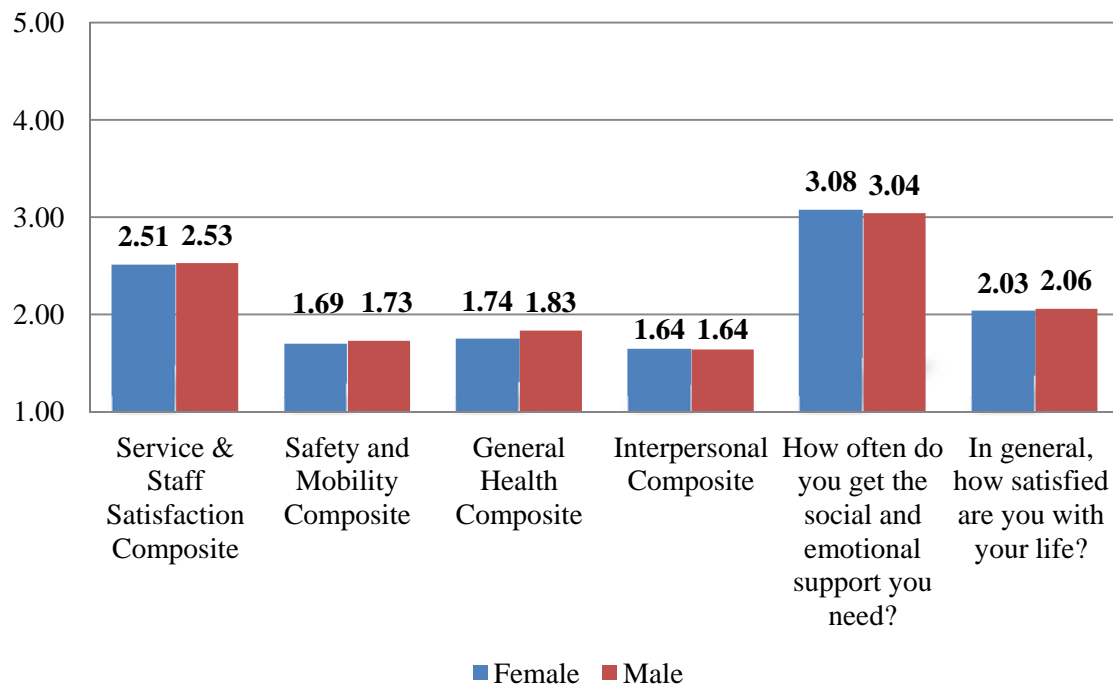


**Comments:**

There have been no significant changes in quality of life between 2010 and 2011.

**There are no significant differences between Male DAIL customers compared to female DAIL customers.**

**QoL and Satisfaction Comparisons Between Female and Male Vermont DAIL Customers**

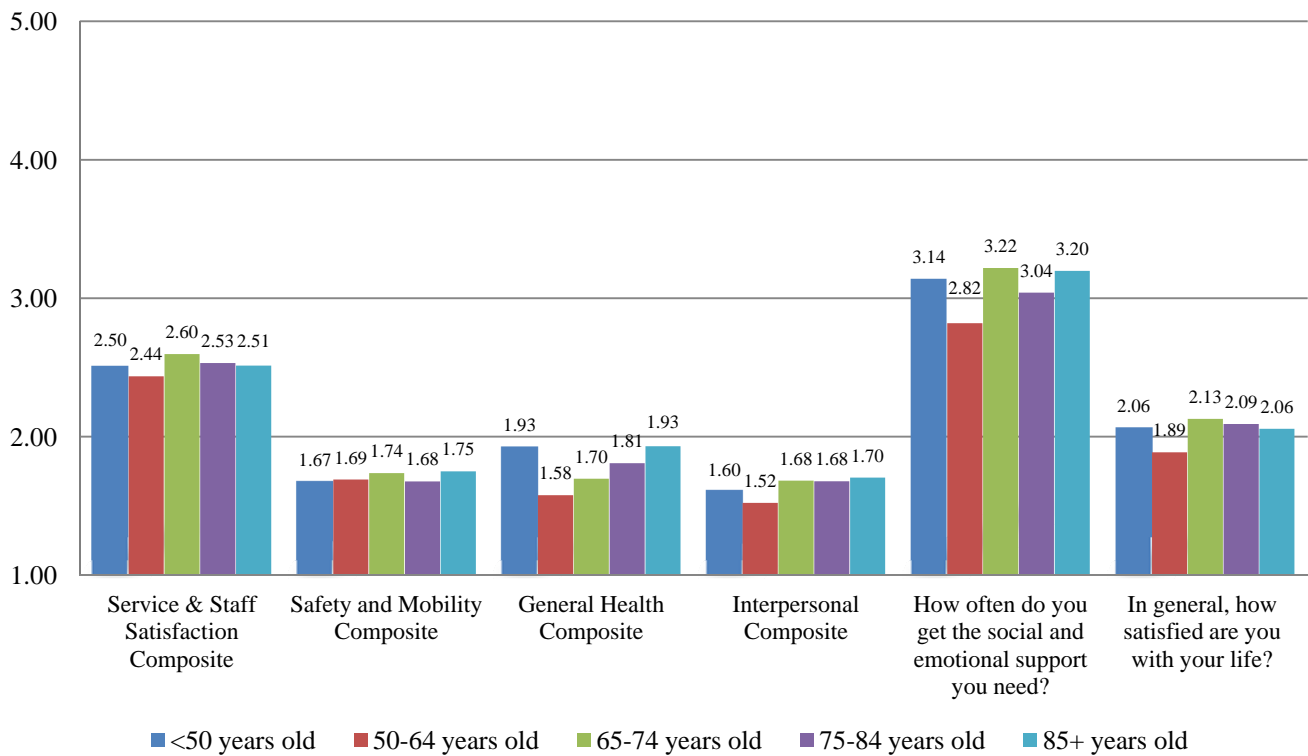


**Comments:**

There were no significant differences found between females and males on quality of life.

**There are no significant differences between age groups on any of the quality of life scales.**

**QoL and Satisfaction Comparisons Between Vermont DAIL Customers of Different Ages**



**Comments:**

In general, 50 to 64 years olds scored lower on most quality of life measures; however, none were significant.

**Differences were found between counties on safety and mobility, as well as interpersonal quality of life.**

### QoL and Satisfaction Comparisons Between Customers in Different Counties

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Addison	2.61	1.76	1.90	1.78	3.23	2.16
Bennington	2.37	1.73	1.64	1.71	3.07	2.05
Caledonia	2.52	1.75	1.88	1.63	2.92	2.07
Chittenden	2.49	1.71	1.85	1.64	3.16	2.05
Essex	2.57	1.37	1.56	1.32	2.60	1.78
Franklin	2.64	1.68	1.92	1.63	3.06	2.05
Grand Isle	2.69	1.85	1.81	1.62	3.50	2.13
Lamoille	2.68	1.64	1.73	1.60	3.00	2.00
Orange	2.34	1.58	1.65	1.45	2.68	2.01
Orleans	2.63	1.75	1.87	1.77	3.28	2.29
Rutland	2.58	1.72	1.84	1.68	3.20	2.06
Washington	2.53	1.63	1.55	1.52	2.81	1.78
Windham	2.38	1.71	1.52	1.59	3.01	1.89
Windsor	2.39	1.70	1.71	1.61	3.01	2.02

#### Comments:

Customers in Essex County rated their safety and mobility significantly lower than customers in Addison, Caledonia, Chittenden, Grand Isle, and Rutland Counties while those in Orange County rated their safety and mobility significantly lower than customers in Grand Isle. Customers in Essex and Orange Counties rated their interpersonal quality of life significantly lower than customers in Addison and Orleans Counties.

**There were several significant differences on health, interpersonal quality of life, and satisfaction with emotional and social support received between customers receiving various services.**

### **QoL and Satisfaction Comparisons Between Customers in Different Programs**

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Interpersonal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
Traumatic Brain Injury Program	2.58	1.77	2.42	1.71	3.17	2.31
High Technology Home Care Program	2.51	1.86	2.13	1.79	3.59	2.07
Adult Day Center	2.54	1.74	1.85	1.69	3.22	2.00
Personal Care Services(Consumer, Surrogate, and Agency Directed)	2.58	1.76	1.58	1.65	3.26	2.03
Flexible Choices	2.55	1.70	1.76	1.68	3.17	2.05
Homemaker Services	2.45	1.68	1.75	1.57	2.83	2.03
Attendant Services Program	2.57	1.73	1.57	1.61	3.10	2.00

#### **Comments:**

Customers in the Traumatic Brain Injury Program have higher health scores compared to all other customers except those in the High Technology Home Care Program. Customers in the High Technology Home Care Program had higher health scores compared to those receiving Attendant Services. Those in the High Technology Home Care Program rate their interpersonal quality of life higher than those receiving Homemaker or Attendant Services. Those who receive Homemaker Services do not feel they get the emotional or social support they need compared to customers in the High Technology Home Care Program, Adult Day Center, Personal Care Services, or Flexible Choices Programs.

## 2. Correlations between Quality of Life Measures

**The amount of time a client has been receiving services is not related to their quality of life.**

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Number of months since signing up for services	.010	-.055	.012	-.041	-.065	-.031
Number of months since receiving first services	.009	-.029	-.018	-.037	.026	.002
Service & Staff Composite	1	.248**	.113**	.318**	.183**	.290**
Safety and Mobility Composite		1	.255**	.544**	.329**	.382**
General Health Composite			1	.307**	.310**	.159**
Interpersonal Composite				1	.562**	.626**
How often do you get the social and emotional support you need?					1	.410**
In general, how satisfied are you with your life?						1

\*\* . Correlation is significant at the 0.01 level (2-tailed).

### Comments:

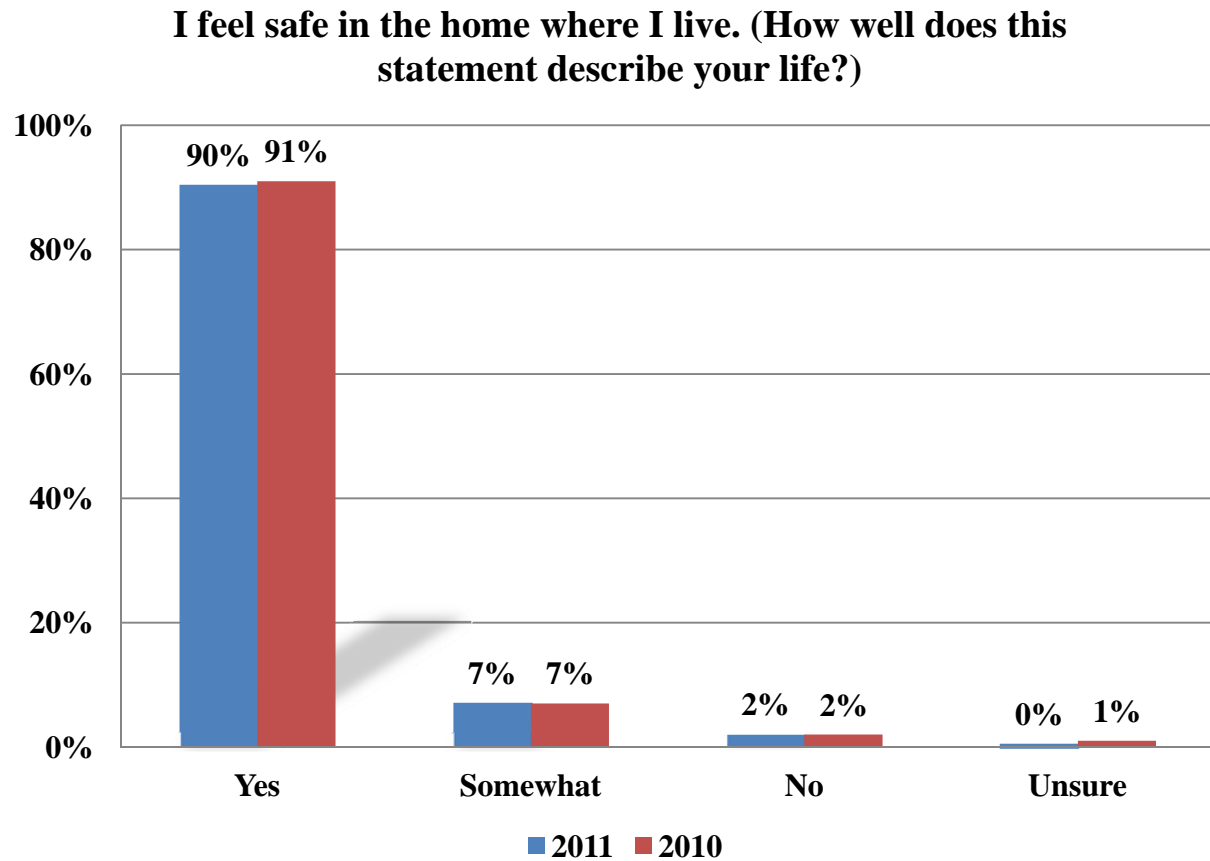
A correlation analysis was run on the quality of life measures and the length of time (in months) a client has been signed up to receive services and the length of time they have been actually receiving services to test whether those with a recent disability have lower perceived quality of life. There is no evidence that the amount of time one has been receiving services, as a proxy for a recent disability, is related to perceived quality of life.



### 3. Components of Quality of Life Measures

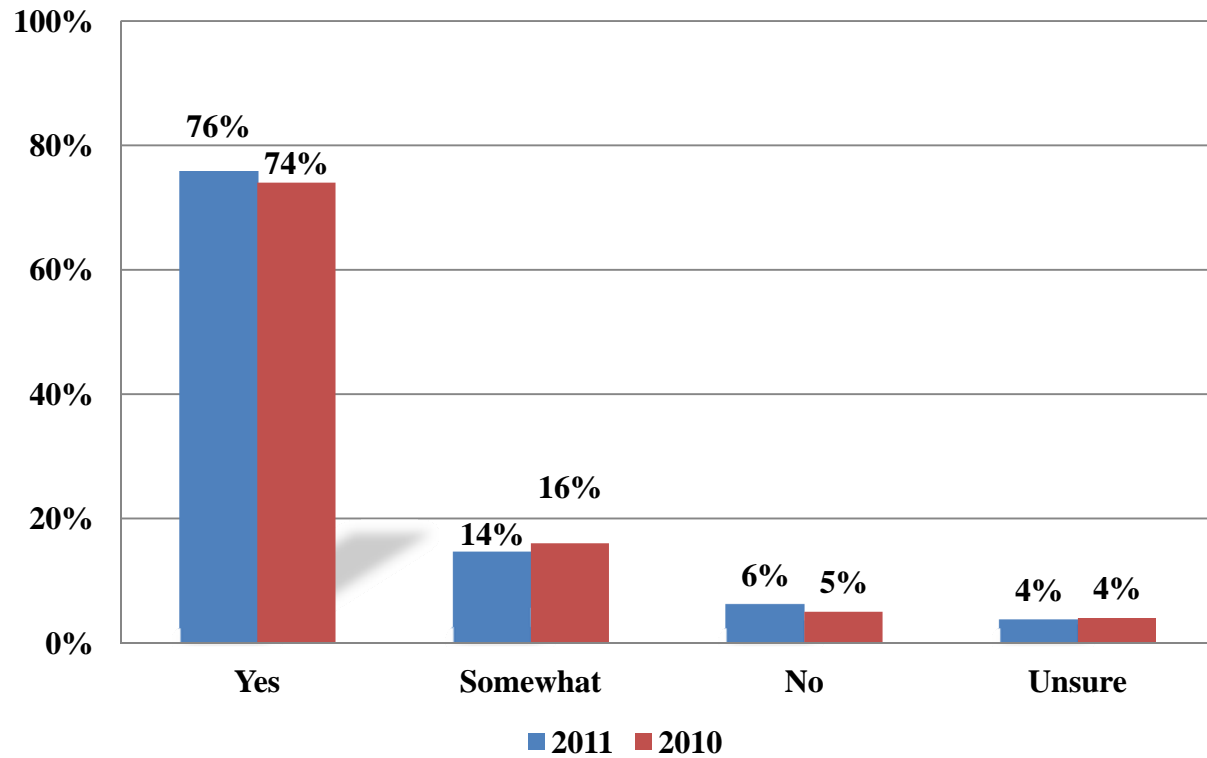
#### A. Safety and Mobility

**90% of customers feel safe in the home they live and 7% feel somewhat safe.**

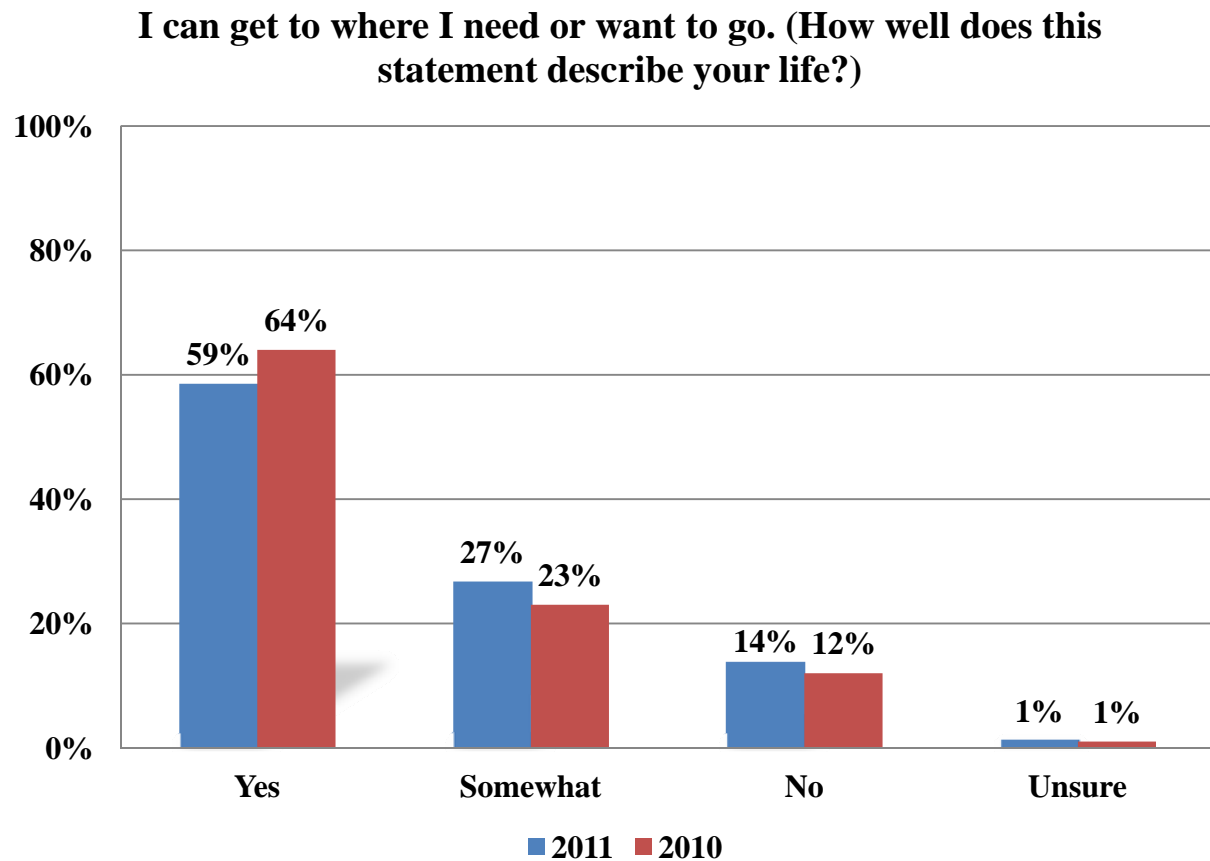


**76% of customers feel safe out in their community and 14% feel somewhat safe.**

**I feel safe out in my community. (How well does this statement describe your life?)**

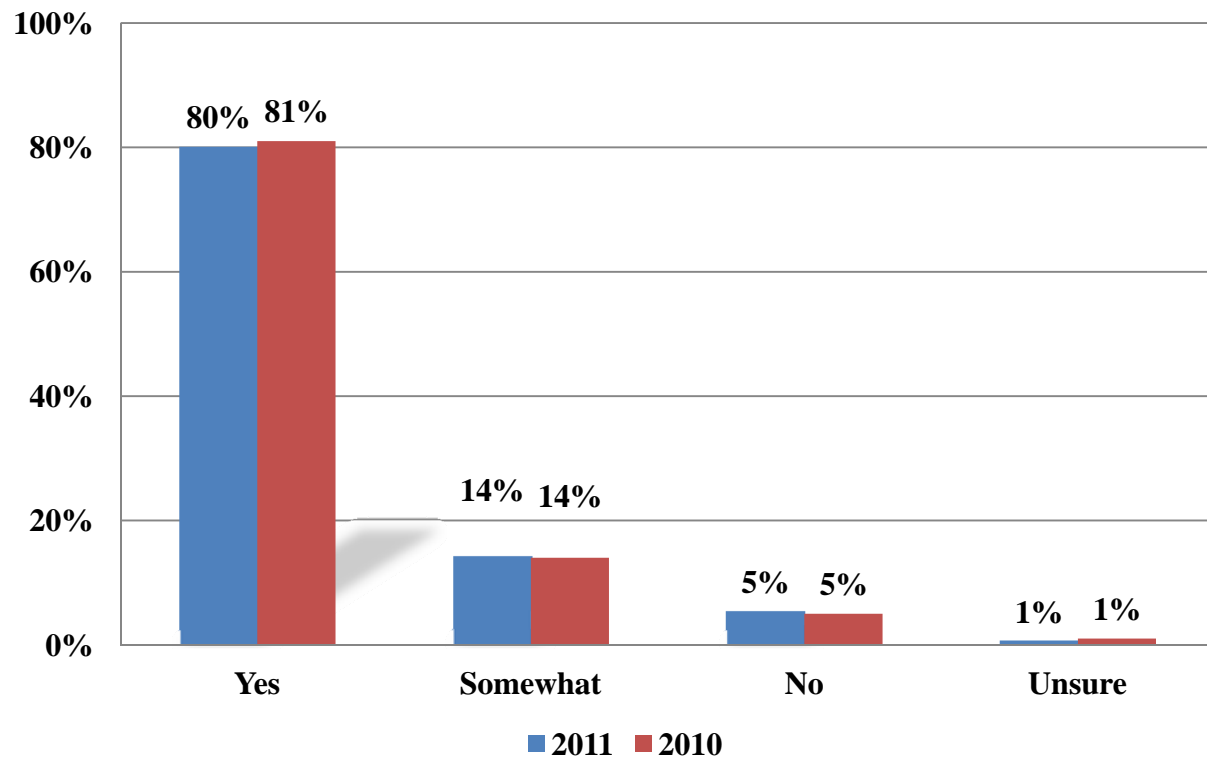


**59% of customers can get to where they need to go and 27% can somewhat do so.**



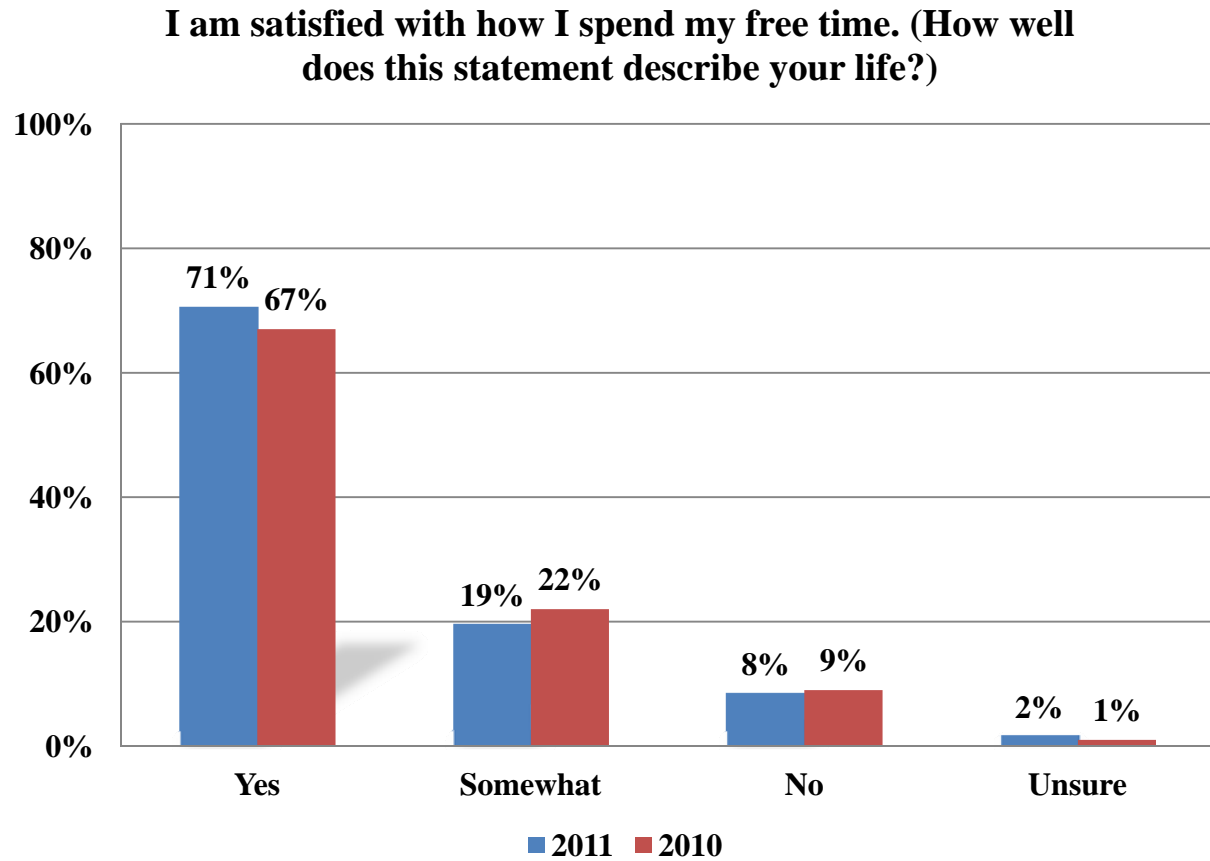
**80% of customers can get around inside their home as much as they need to and 14% can somewhat get around.**

**I can get around inside my home as much as I need to.  
(How well does this statement describe your life?)**



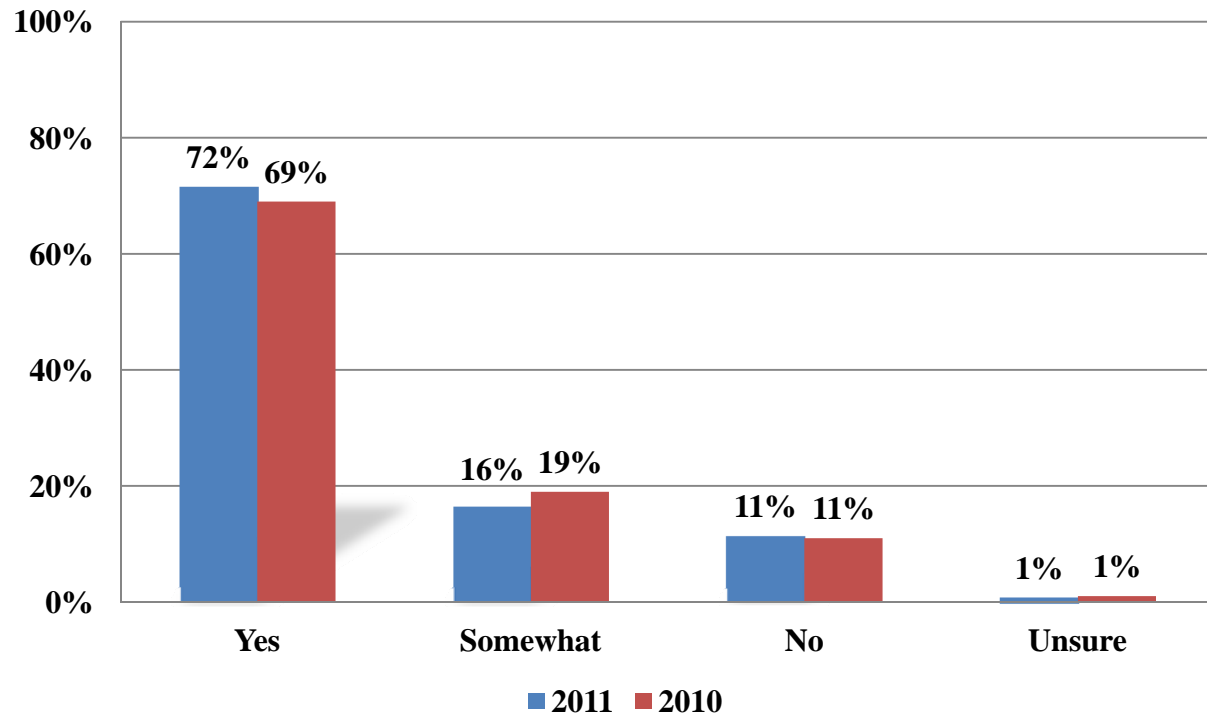
## B. Interpersonal

**71% of customers are satisfied with how they spend their free time and 19% are somewhat satisfied.**

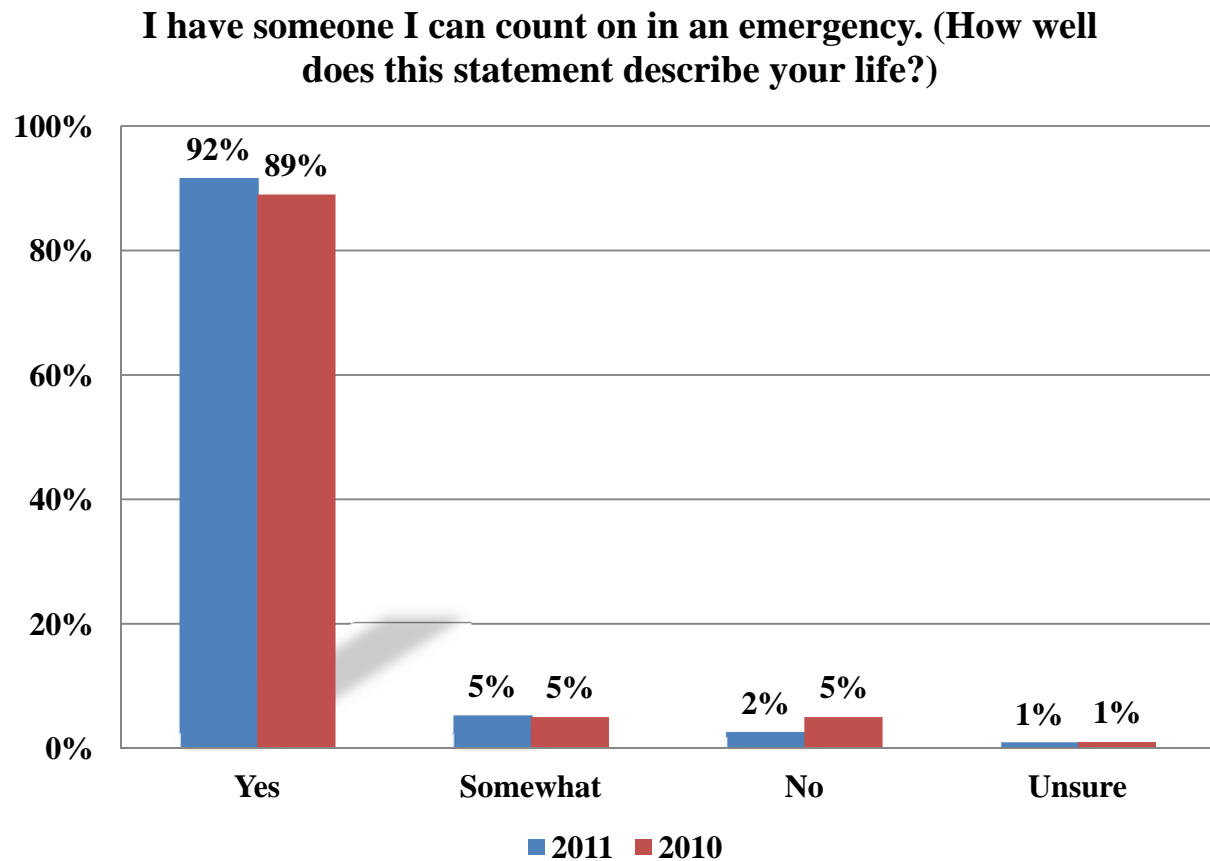


**72% of customers are satisfied with the amount of contact they have with family and friends and 16% are somewhat satisfied.**

**I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)**

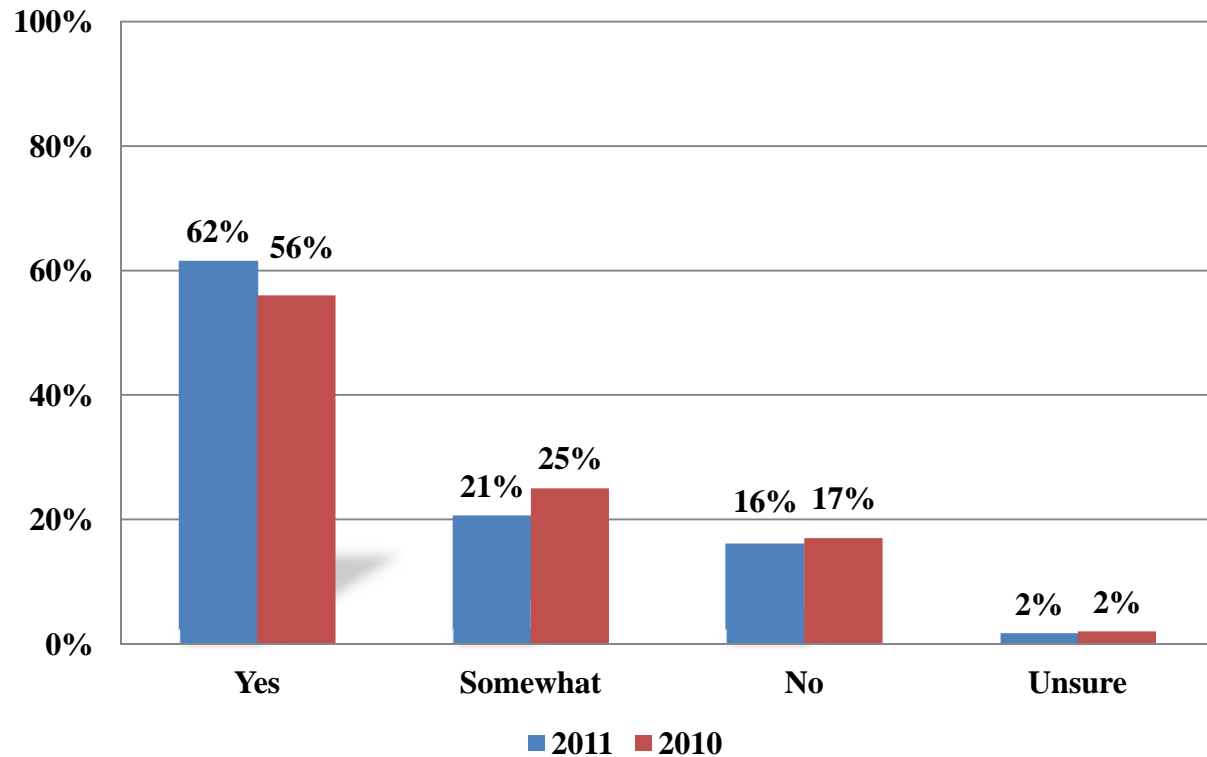


**92% of customers indicate they have someone to count on in an emergency and 5% feel this way somewhat.**



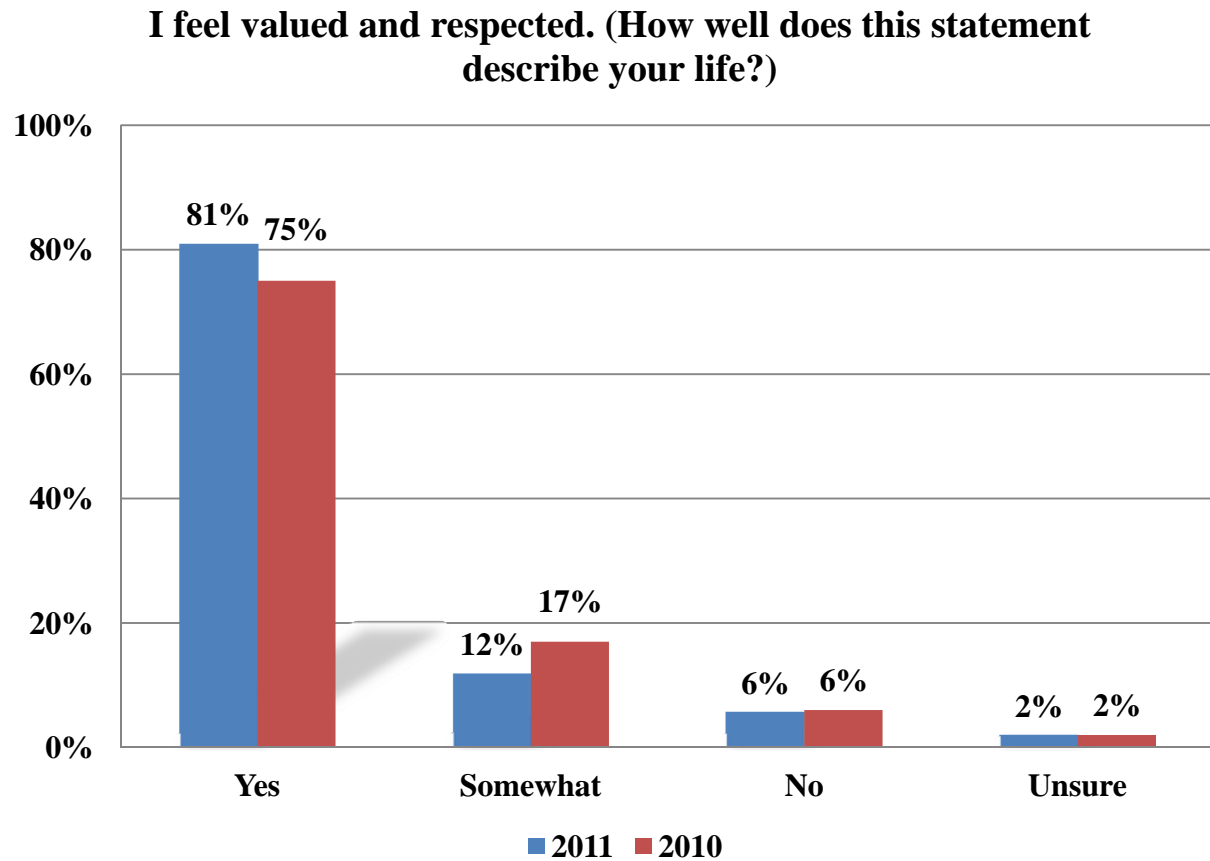
**62% of customers are satisfied with their social life and 21% are somewhat satisfied.**

**I feel satisfied with my social life. (How well does this statement describe your life?)**



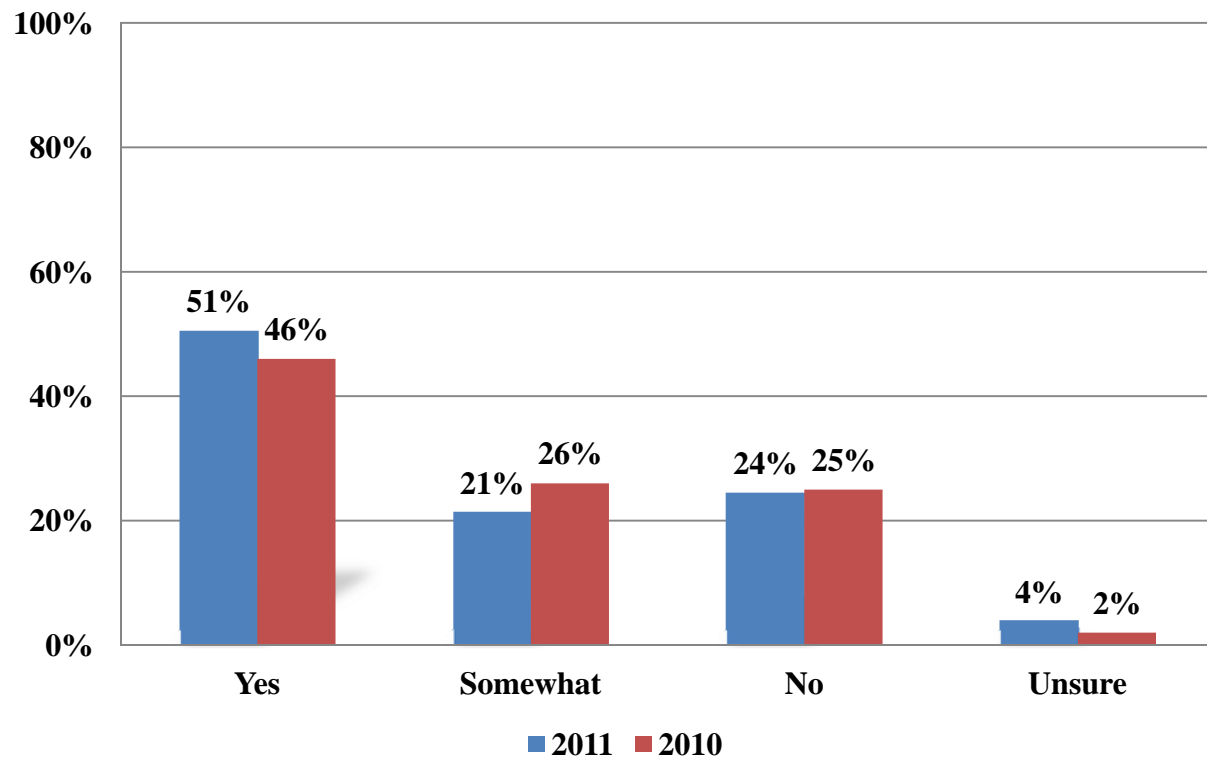


**81% of customers feel valued and respected and 12% feel this way somewhat.**



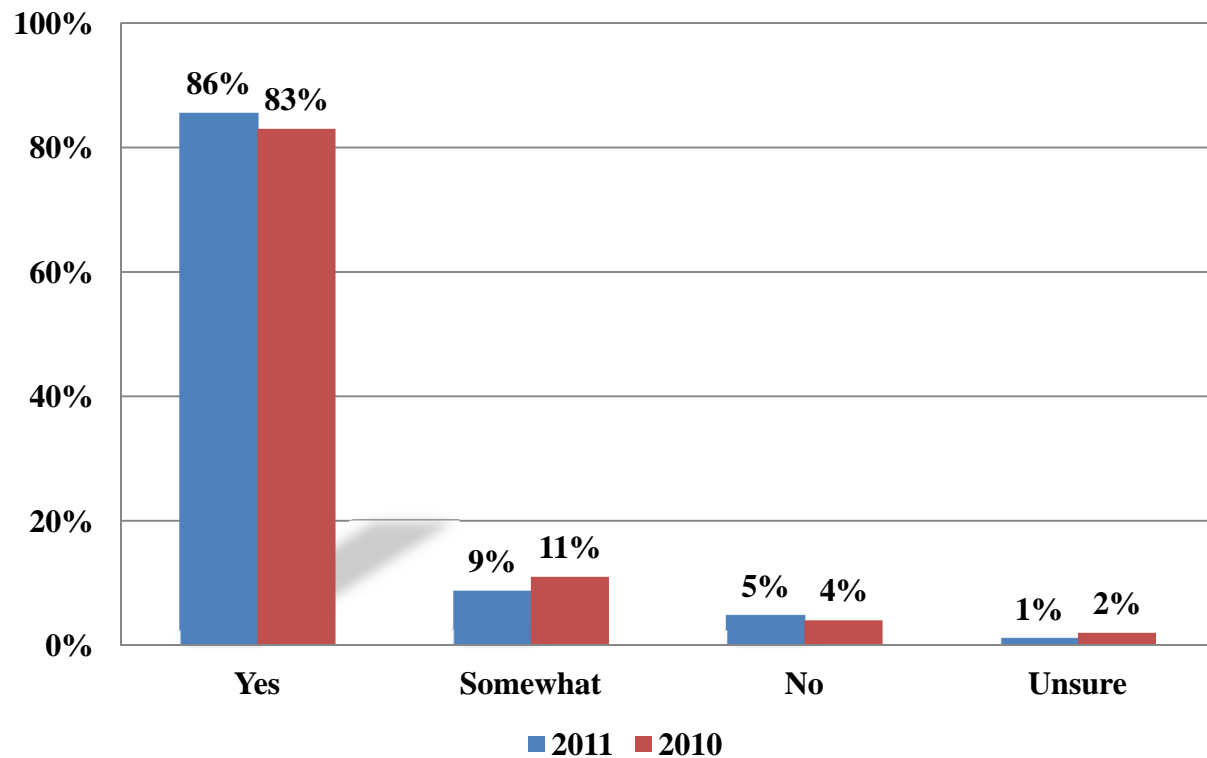
**51% of customers feel a part of their community and 21% somewhat feel a part of their community.**

**I really feel a part of my community. (How well does this statement describe your life?)**

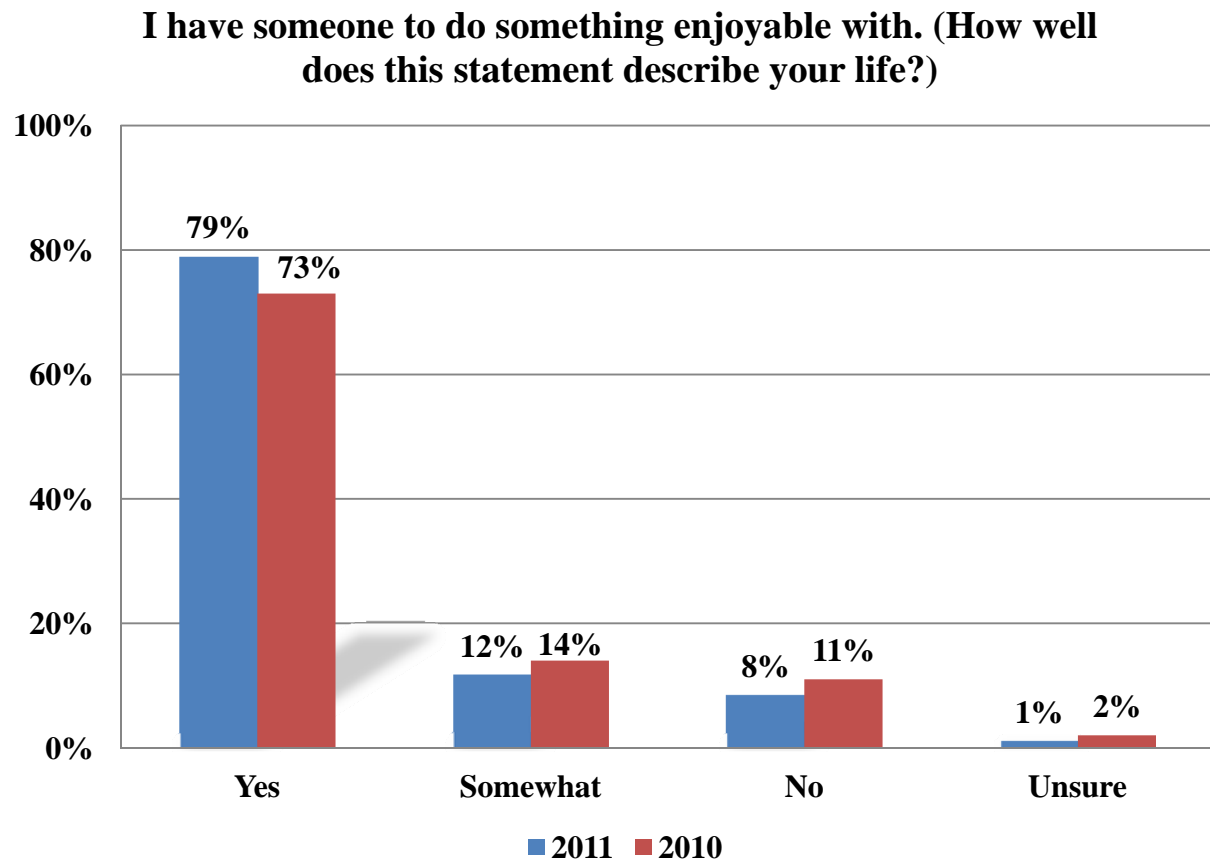


**86% of customers have someone to listen to them when they need to talk and 9% feel this way somewhat.**

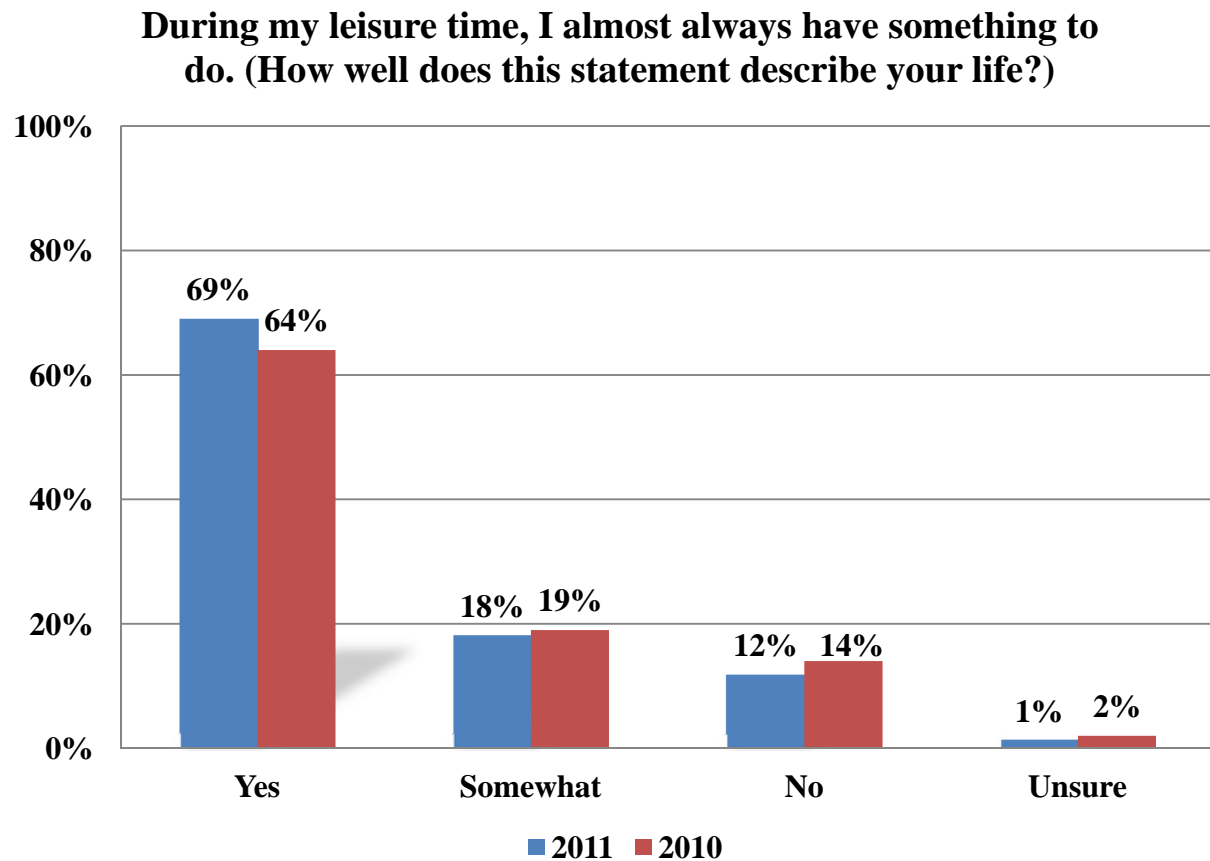
**I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)**



**79% of customers have someone to do something enjoyable with and 12% feel this way somewhat.**



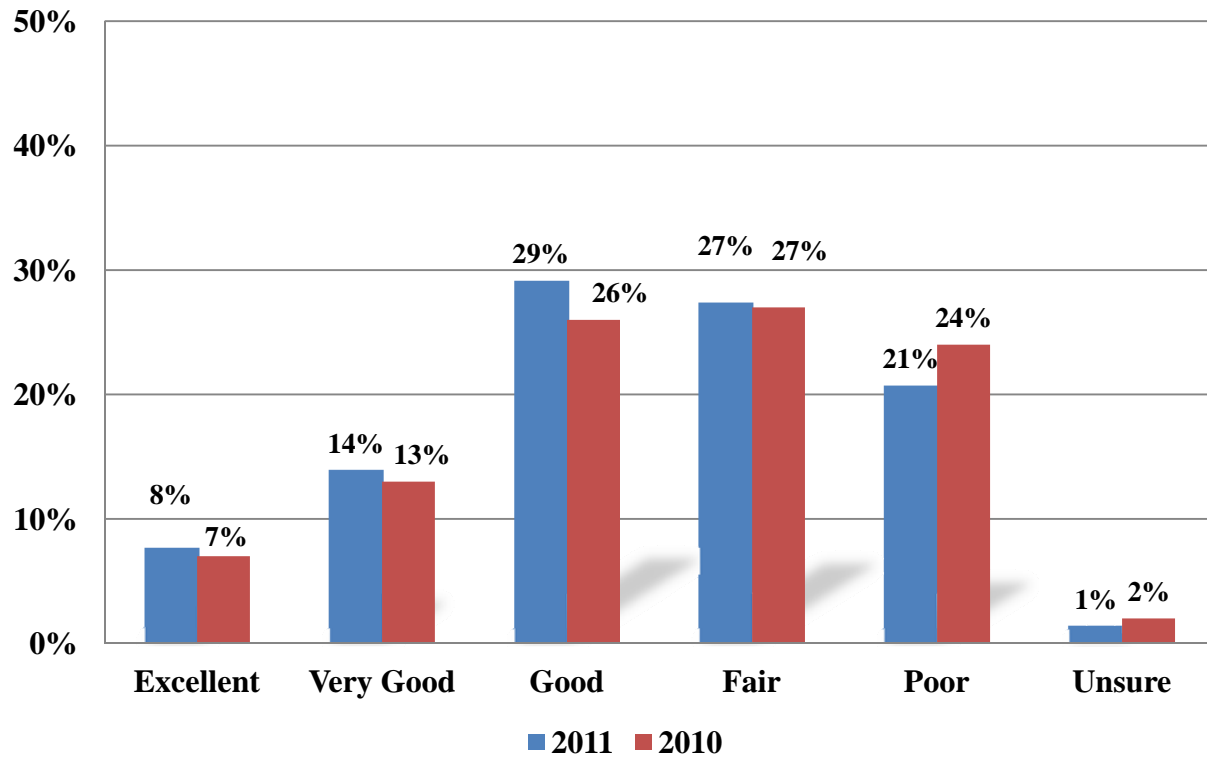
**69% of customers almost always have something to do in their leisure time while 18% feel this way somewhat.**



### C. General Health

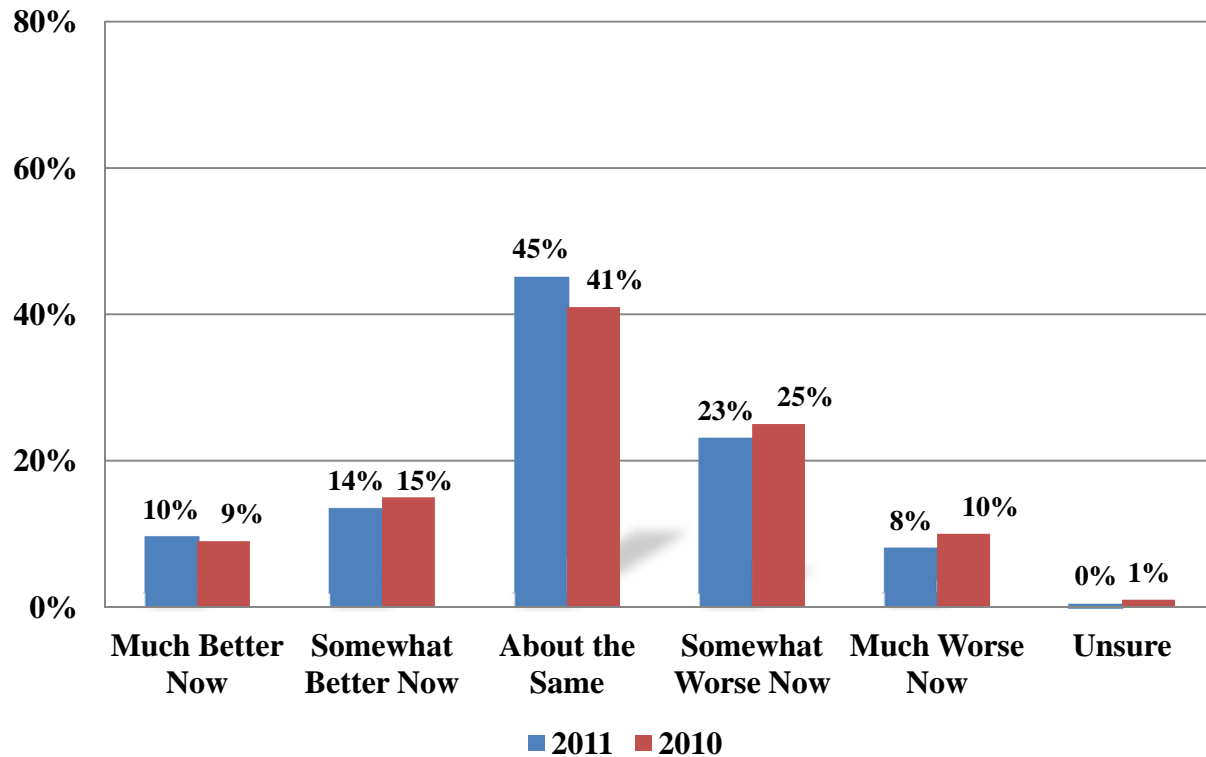
**51% of customers rate their health as excellent, very good, or good compared to others their age.**

**In general, compared to other people your age, would you say your health is...**



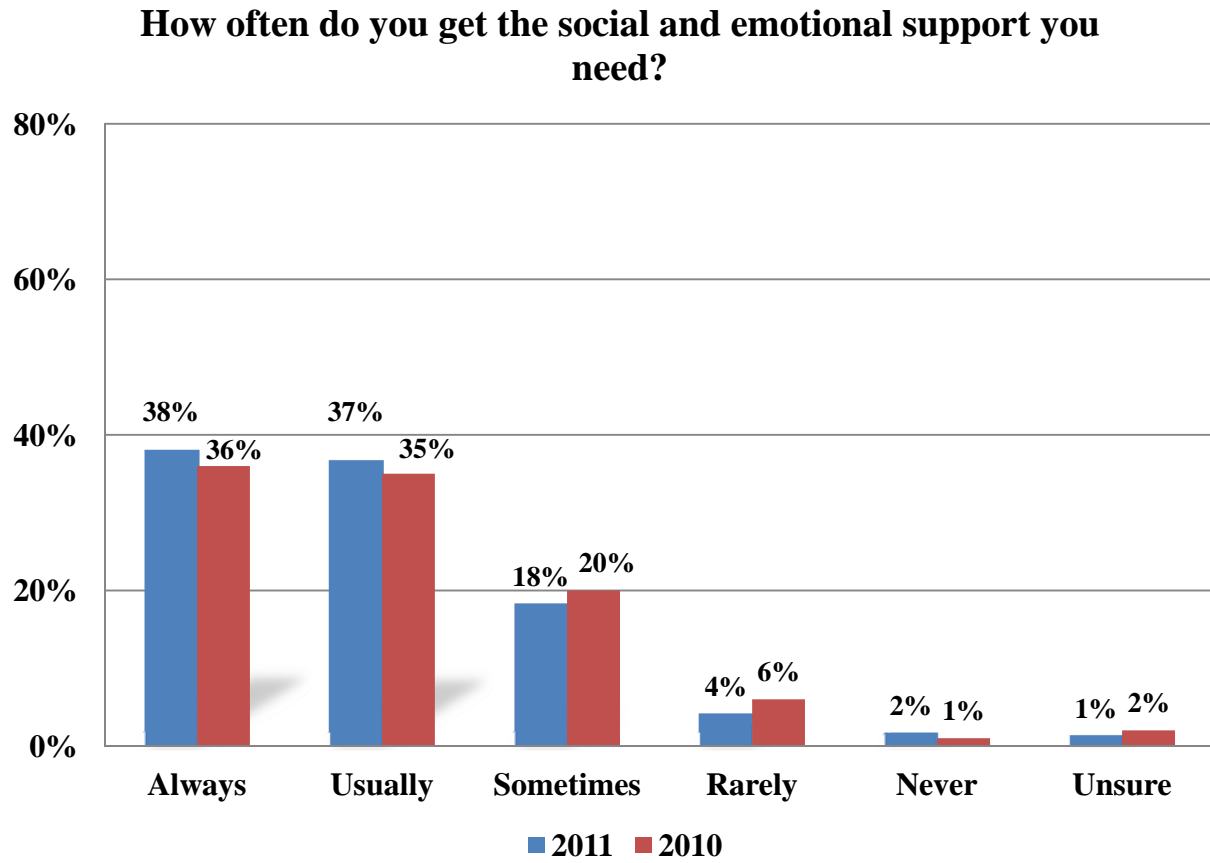
**69% of customers rate their health as the same or better when compared to a year ago.**

**Compared to one year ago, how would you rate your health in general now?**



#### D. Overall Emotional Support

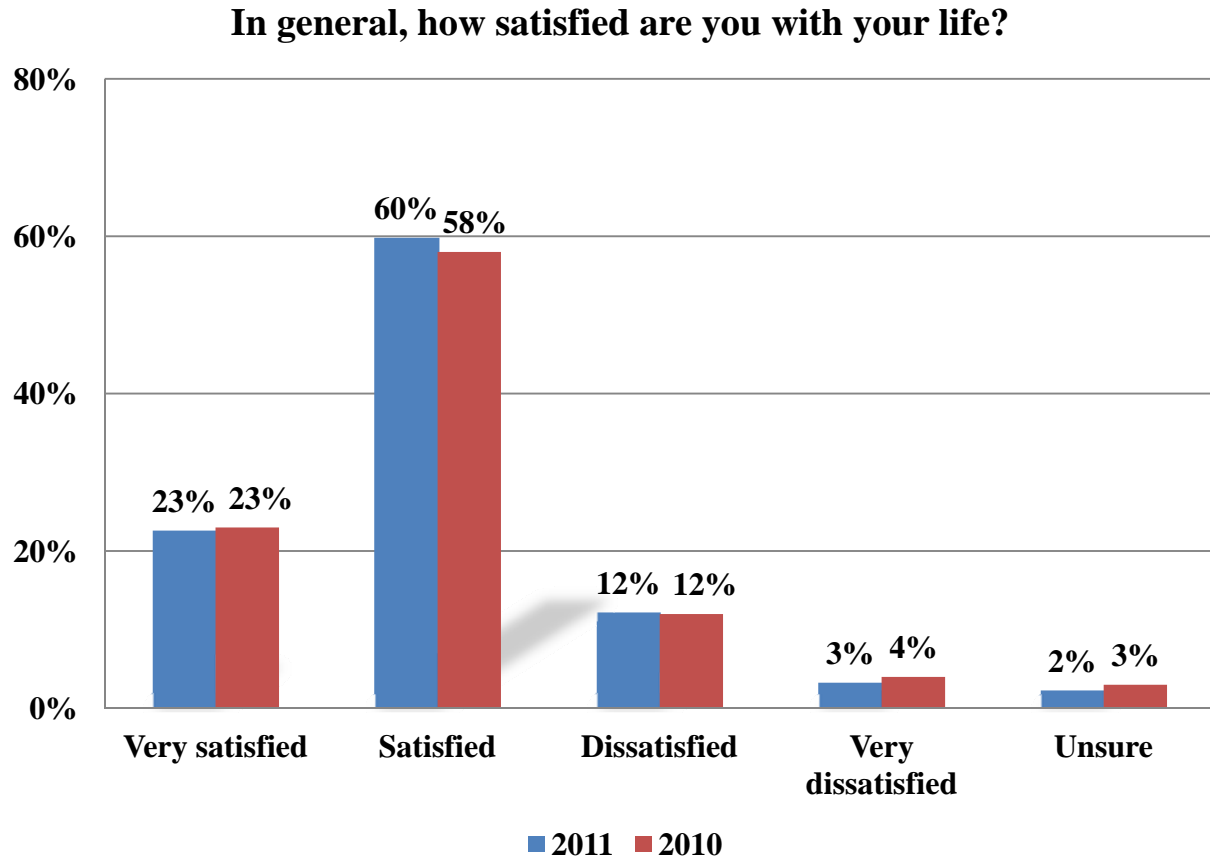
**75% of customers always or usually get the social and emotional support they need.**





## E. Overall Life Satisfaction

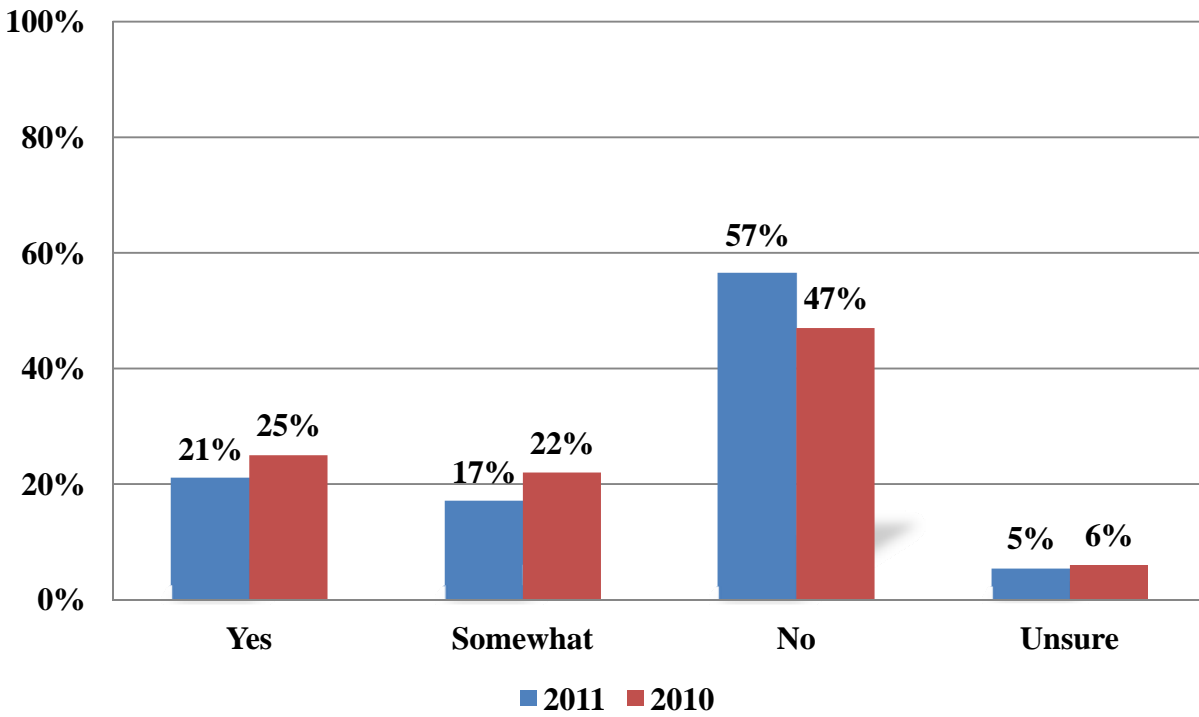
**83% of customers are very satisfied or satisfied with their life.**



## F. Additional Questions

**Only 21% of customers indicate that they do not like what they are doing in their leisure time but do not know what else to do.**

**In my leisure time, I usually do not like what I am doing, but I do not know what else to do. (How well does this statement describe your life?)**



## L. Final Comments

**Among the 34% of customers providing additional comments, most were positive about the program and their caregivers.**

**And finally, do you have any comments you would like to make about the help you receive?  
(General Categories)**

<b>Category</b>	<b>%</b>
Satisfied, Happy with Services	26.1%
Need More Help, Services	3.4%
Need More Providers, Staff	2.0%
Transportation Issues	1.1%
Cuts in Services or Delays, Need Funding	1.1%
Health Care Needs of Customers	1.1%
Concerns with Caregivers - Unresponsive, rude, does not do good job	0.8%
Scheduling Issues	0.8%
Communication Issues - Miscommunications, improve communications, do not return or slow to return calls	0.7%
Food or Food Quality Issues	0.7%
Information - Need more information, available information and paperwork confusing	0.7%
Caregiver Training, Work Skills	0.7%
Cost or Payment Issues	0.2%
Issues with Staff	0.2%
Control - want more control	0.2%
Activities - Need more or more variety	0.1%
Other	0.1%
None, Nothing	65.3%
Unsure	0.2%
Total	100.0%

**And finally, do you have any comments you would like to make about the help you receive?  
(Specific Comments mentioned by 1% or more of respondents)**

<b>Category</b>	<b>%</b>
Positive comment in general	11.7%
Services are appreciated	3.9%
Help I need has been well received	3.5%
Specific caregiver is appreciated	3.2%
Would be unable to remain in my home without help received	2.8%
Overall satisfied with services I receive	1.7%
Caregivers not paid enough, need benefits	1.5%
Need more help, more time	1.3%
Transportation issues	1.0%

**Comments:**

At the close of the survey, customers were provided the opportunity to add in any additional comments they had about the Vermont Division of Disability, Aging, and Independent Living, the services the customer receives, or their caregivers. Thirty-four percent of respondents offered additional comments.

These comments were coded and then grouped into general categories. Among all customers, the majority has positive comments about the Division and the services provided. Twenty-six percent of customers offered positive comments; 12% offering positive comments in general, 4% indicating the services are appreciated, 4% indicating the help has been well received, 3% indicating satisfaction with a specific caregiver, 3% indicating they would be unable to remain in their home without the services provided, and 2% indicating overall satisfaction with the services, among others.

Three percent of customers indicate that they need more help or more services, 2% indicate a need for more providers or staff, 1% cites transportation needs, 1% mentioned cuts in services or delay in getting services, and 1% mention health care needs.

## M. Quality and Service Improvement

The Vermont Department of Disabilities, Aging and Independent Living has at its core a set of principles to govern their programs and the services they provide to Vermont residents. These core principles are:

- **Person-Centered** - The individual will be at the core of all plans and services.
- **Respect** - Individuals, families, providers and staff are treated with respect.
- **Independence** - The individual's personal and economic independence will be promoted.
- **Choice** - Individuals will have options for services and support.
- **Self-Determination** - Individuals will direct their own lives.
- **Living Well** - The individual's services and support will promote health and well-being.
- **Contributing to the Community** - Individuals are able to work, volunteer, and participate in local communities.
- **Flexibility** - Individual needs will guide our actions.
- **Effective and Efficient** - Individuals' needs will be met in a timely and cost effective way.
- **Collaboration** - Individuals will benefit from our partnerships with families, communities, providers, and other federal, state and local organizations.

The results of the Vermont Department of Disabilities, Aging and Independent Living (VT DAIL) Long-Term Care Services and Programs Customer Survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008.

Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by the VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

The results confirm that VT DAIL continues to provide a high level of service as evidenced by the high levels of satisfaction expressed by its customers. As with any quality assurance process, the survey did identify some areas of concern or focus for quality improvement. The survey results also show the concerns expressed by some customers about the lack of resources experienced by VT DAIL in providing services and the shortage of caregivers to provide these services.

## Conclusions and Areas of Focus

As noted, there is, in general, a high level of satisfaction among the customers of VT DAIL. The level of satisfaction, views of quality, and ratings of services in 2010 is roughly comparable to those observed in 2008 and 2009. Across all measures that were assessed in 2008, 2009, and 2010, there were no significant increases or decreases in those indicating they were satisfied, rating the quality of service (and aspects of the services) as excellent or good, or indicating that the services provided always or almost always meet their needs and are provided when needed. While it may be unsatisfying to some that there wasn't an improvement in measures over this period of time, this is in large part due to the very high levels of satisfaction and ratings of quality by your customers over the years.

First, some of the key positive highlights:

- Nearly all of your customers (95%) rate the services they receive through VT DAIL programs as excellent or good, comparable to 2010.
- Nearly all of your customers (95%) rate the services they receive through VT DAIL programs as excellent or good, up slightly from 92% in 2010
- Nearly all of your customers (95%) rate the quality of the services they receive through the various programs as excellent or good, up from 90% in 2010.
- While not significant differences, on 16 of 20 measures of overall quality and assessments of their case manager, the percentage rating VT DAIL highly has increased
- The percentage of customers reporting problems has decreased slightly since 2010; with approximately 19% of customers reporting problems.
- The two programs that generally had the lowest scores in 2010 (High Technology Home Care and Traumatic Brain Injury) saw an increase (though not significantly) on a number of program specific measures; for the High Technology Home Care Program, there was an increase in score on 6 measures and a decline in one measure. For the Traumatic Brain Injury Program, there was an increase in three measures and a decline in one measure.

### **The results do suggest that there are some areas on which VT DAIL can focus to improve customer satisfaction:**

*While there has been improvement on the satisfaction and quality improvement measures, the satisfaction and quality improvement measures still remain lowest among those receiving services through the Traumatic Brain Injury Program.*

Across many measures (both the overall series of satisfaction and quality measures as well as the program specific measures), customers receiving services through the Traumatic Brain Injury Program tend to still have the lowest scores. These customers still had one of the highest percentages of respondents reporting they had experienced problems during the prior 12 months and among those experiencing problems, one of the lowest percentages reporting that the program worked to resolve the problem.

The tables below summarize the differences between those receiving services through the Traumatic Brain Injury Program and the overall average on measures across all programs. Those receiving services through the Traumatic Brain Injury Program had scores of 10 percentage points or more lower than the overall average on three of thirteen of the general measures and five of seven on the program specific measures.

**Difference in Program Measures between those Receiving Services Through The Traumatic Brain Injury Program and the Overall Average Across All Programs  
(General Measures)**

	<b>Difference from Average Across All Programs</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	-8%
How would you rate the overall quality of the help you receive? (% excellent or good)	-1%
How would you rate the timeliness of your services? (% excellent or good)	-16%
How would you rate when you receive your services or care? (% excellent or good)	9%
How would you rate the communication between you and the people who help you? (% excellent or good)	-6%
How would you rate the reliability of the people who help you? (% excellent or good)	6%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	-4%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	13%
How would you rate the courtesy of those who help you? (% excellent or good)	-4%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	8%
Overall, how do you rate the value of the services you receive? (% excellent or good)	-10%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	-20%
Has the help you received made your life...? (% somewhat or much better)	-9%

**Difference in Program Measures between those Receiving Services Through The Traumatic Brain Injury Program and the Overall Average Across All Programs  
(Program Specific Measures)**

	<b>Difference from Average Across All Programs</b>
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	-10%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	5%
The services I receive from the ____ meet my needs. (% always or almost always)	-19%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	3%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	-25%
The ____ provides services to me when and where I need them. (% always or almost always)	-14%
Have you experienced any problems with the ____ during the past 12 months? (% No)	-26%

As in 2010, this does not indicate that a majority of respondents were dissatisfied or view the quality of the service poorly, simply that relative to customers in other programs, their scores tend to be lower. An important caveat is the small sample size for the Traumatic Brain Injury Program. Given the small sample size of only 13, none of the difference would rise to the level of statistical significance. However, the fact that the scores are lower across a range of measures does indicate that this should be a group of particular focus in raising customer satisfaction.

It is important to note that, relative to 2010, a number of measures did show an increase in the level of satisfaction and perception of quality. Thus, the results do show some progress in raising satisfaction and increasing the perception of the value of the services among those that use the Traumatic Brain Injury Program.



*The measures that generally have the lowest scores are those that focus on the access to services and availability of providers.*

- I was able to select my \_\_\_\_\_ provider from a variety of providers. **(New question asked of those receiving Personal Care Services and Homemaker Services)**
- I was able to choose the provider of my \_\_\_\_\_. **(New question asked of those receiving Personal Care Services and Homemaker Services)**
- There are \_\_\_\_\_ that I need that I cannot get. **(New question asked of those receiving Personal Care Services and Homemaker Services)**
- I receive all the services I need and want exactly when and how I need and want the services **(New question asked of all customers)**
- I was able to choose my \_\_\_\_\_. **(New question asked of those receiving Personal Care Services and Homemaker Services)**
- I was able to choose the scheduling of \_\_\_\_\_ that meets my needs. **(New question asked of those receiving Personal Care Services and Homemaker Services)**
- How would you rate the timeliness of your services?
- How would you rate the amount of choice and control you had when you planned the services or care you would receive?

While most of these items were asked only of those receiving Personal Care Services and Homemaker Services, one (I receive all the services I need and want exactly when and how I need and want the services) was asked of all. In reviewing all of the verbatim comments, two of the most commonly mentioned topics were the need for more help or additional services and the need for more providers or staff. These comments suggest that this is a concern that is not solely limited to Personal Care Services and Homemaker Services. These new items seem to provide a more clear assessment of this dimension of service than questions in 2010 (though these issues were raised in respondent comments in 2010).

This would seem to suggest the need for additional staff and providers to meet the perceived needs of customers. This, of course, may be problematic since this might require additional funding that might simply not be available.

Those currently receiving Homemaker Services were significantly more likely to rate their access to and choice of providers lower than those receiving Personal Care Services as assessed by these new items added in 2011:

- I was able to choose my Homemaker Services.
- I was able to choose the provider of my Homemaker Services.
- I was able to choose the scheduling of Homemaker Services that meets my needs.
- I was able to select my Homemaker Services provider from a variety of providers.

In fact, only 40% indicate they were able to select their provider and only 28% were able to select from a variety of providers. This suggests that a general perception of a lack of providers among some customers is especially problematic among those receiving Homemaker Services.

*Look at those demographic groups of customers identified in this survey where satisfaction with the services or ratings of quality are rated the lowest.*

In reviewing differences among customers by their demographic characteristics, there were very few cases where the difference in ratings of satisfaction or quality rose to the level of statistical significance. However, there were trends where certain groups did rate a number of measures lower than customers overall. These might identify groups where additional efforts are required to improve, albeit their already high level of satisfaction. The list includes those demographic groups where six or more of the measures (including both the overall measures and the program specific measures) were ten percentage points or more below the overall average among all customers. Six items represent approximately 10% of the satisfaction and performance measures. Typically the lower ratings among these demographic groups were focused on one or two programs (noted in parenthesis):

- **Customers in Orange County (Overall Measures, Homemaker Services, Personal Care Services, Adult Day Center)**
- **Customers in Windsor County (Overall Measures, Personal Care Services)**
- **Customers in Washington County (Attendant Services Program, Personal Care Services)**
- Customers in Bennington County (Homemaker Services, Personal Care Services)
- **Customers under Age 50 (Homemaker Services)**
- **Customers in Caledonia County (Attendant Services Program, Homemaker Services)**
- Customers in Franklin County (Personal Care Services)
- **Customers in Addison County (Personal Care Services)**
- **Customers in Essex County (Overall Measures, Homemaker Services)**
- **Customers in Windham County (Attendant Services Program, Personal Care Services)**
- **Customers Aged 50 - 64 (Personal Care Services)**
- Customers in Lamoille County (Personal Care Services)

**Those Receiving Personal Care Services Through:**

- Franklin County Home Health & Hospice
- Bayada Professional Nurses Service Inc.
- Orleans-Essex VNA Association & Hospice, Inc.
- Caledonia Home Health, Personal Care Services
- Lamoille Home Health Agency & Hospice
- Visiting Nurse Alliance of VT & New Hampshire
- VNA & Hospice of Southwestern Vermont Health Care

Most of these groups were the same as those noted in 2010 (noted in bold). Of the groups from 2010, only Rutland County was not among those with lower scores.

In looking at the groups, the two groups that have lower scores seem to be those that are younger and those living in the more rural parts of the state. It is possible that the younger customers have higher expectations of VT DAIL and the services it provides. The rural areas pose a challenge since they would represent areas with access to fewer resources to meet customer needs.

***The most commonly mentioned issues in respondent verbatim feedback relate to the availability of providers or the need for providers. Quality of service, while mentioned, is not as big of concern among customers in 2011 as it was 2010.***

In the feedback provided by respondents, the two most common themes concern access to services; that the customer needs more help or services, or that the customer sees a need for more providers or staff. Twenty-five percent of customers mention the need for additional help or more services through VT DAIL or that they need more time from their caregivers. Another 14% mention the need for more providers and caregivers. This sentiment appears to be increasing since 2010 when 12% mentioned issues of availability of caregivers and providers. The challenge in 2011 is that these seem to represent a resource issue for which there simply may not be funding.

One positive is that concern with quality of service seems to be somewhat less of an issue among customers this year compared to 2010. In 2011, 11% mention that they had concerns with caregivers – being unresponsive, rude, and not doing a good job. This compares to 16% in 2010. The impact of any difficulties with caregivers is that it will reflect poorly on the program as a whole. The efforts in addressing the quality of care provided to customers are reflected in the generally higher ratings on performance and quality measures.

***Look at those demographic groups that have a higher percentage experiencing problems and work to resolve any issues or concerns they may have.***

Overall, approximately 20% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. Among those customers indicating they experienced problems, the most common problems were concerns or problems with caregivers, communication issues, scheduling issues, and the need of caregiver training or better work skills. Among all customers experiencing problems, slightly more than half indicate that VT DAIL worked to resolve their problem. This percentage has dropped since 2010 and may indicate an important area of focus.

Among the problems that customers mention, there are two common problems where a large majority indicates that VT DAIL did not work to resolve the problem:

- Communication Issues (63% of customers indicating this was a problem indicate that VT DAIL did not work to resolve the problem)
- Scheduling Issues (67% of customers indicating this was a problem indicate that VT DAIL did not work to resolve the problem)

There are two programs where the percentage indicating that VT DAIL worked to resolve problems is less than half:

- Flexible Choices(22% of those experiencing problems indicate that VT DAIL worked to resolve their problem, compared to 32% in 2010).
- Adult Day Center (48% of those experiencing problems indicate that VT DAIL worked to resolve their problem compared to 52% in 2010).

In summary and as in 2010, customers are satisfied with the services they receive as well as the quality of the services provided by VT DAIL. The information provided by your customers identified some areas of concern that can be addressed to improve the already high level of satisfaction among customers.

**On items assessing overall quality, the largest increases from 2010 to 2011 are in the amount of choice and control, the overall quality of the help they receive, and the reliability of the people who help.**

### Summary of Overall Ratings of Quality

	2011	2010	Difference
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	85%	81%	4%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	89%	4%
How would you rate the timeliness of your services? (% excellent or good)	85%	84%	1%
How would you rate when you receive your services or care? (% excellent or good)	90%	88%	2%
How would you rate the communication between you and the people who help you? (% excellent or good)	91%	90%	1%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	90%	4%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	88%	88%	0%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	88%	86%	2%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%	0%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	91%	1%
Overall, how do you rate the value of the services you receive? (% excellent or good)	95%	92%	3%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	73%	--	--
Has the help you received made your life...? (% somewhat or much better)	94%	92%	2%
How easy would it be for you to stay in your home if you did not receive services? Would you say...? (% difficult or very difficult)	81%	81%	0%

### Summary Items Evaluating Case Manager or Support Coordinator

	2011	2010	Difference
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	97%	94%	3%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	87%	84%	3%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	93%	91%	2%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	89%	86%	3%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	88%	88%	0%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	88%	84%	4%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	88%	86%	2%

#### Comments:

In comparing overall measures and measures evaluating case management, 16 of 20 items saw an increase in positive rating from 2010 to 2011. While none of the differences are significant by themselves, the overall trend across items indicates a slight increase in customer satisfaction and views of the quality of service provided by VT DAIL. Among these 20 items, there were none that saw a decrease in ratings. Those with the largest increase include:

- How would you rate the amount of choice and control you had when you planned the services or care you would receive?
- How would you rate the overall quality of the help you receive?
- How would you rate the reliability of the people who help you?

Each of these three measures saw an increase of 4 percentage points in the percent of customers rating VT DAIL as excellent or good.

**Among all customer comments, 29% of customers offered positive feedback about the program. The main concerns or difficulties that respondents mention focus on the availability of services (25%) or providers or caregivers (14%).**

**Summary of Respondent Feedback  
(Main Categories)**

	<b>Count of Respondents</b>	<b>%</b>
Satisfied, Happy with Services	252	29%
Need More Help, Services	216	25%
Need More Providers, Staff	125	14%
Concerns with Caregivers - Unresponsive, rude, does not do good job	96	11%
Scheduling Issues	86	10%
Communication Issues - Miscommunications, improve communications, do not return or slow to return calls	76	9%
Food or Food Quality Issues	73	8%
Caregiver Training, Work Skills	57	6%
Transportation Issues	48	5%
Control - want more control	43	5%
Health Care Needs of Customers	40	5%
Cuts in Services or Delays, Need Funding	38	4%
Information - Need more information, available information and paperwork confusing	34	4%
Activities - Need more or more variety	22	3%
Cost or Payment Issues	20	2%
Issues with Staff	14	2%
Concerns - abuse, afraid to complain	6	1%

## Comments:

One way to address areas for improvement is to analyze feedback provided by customers in their own words. This feedback provided information on specific concerns or problems they may experience. It also provides a method for customers to provide positive feedback, restating their satisfaction with the program and the services they receive.

Customers were allowed to provide feedback in their own words in responding to 20 questions throughout the survey. The table above provides a summary of all customer comments compiled from all their responses and grouped into primary categories. The table below provides a summary of the specific feedback. The second column in each table provides a count of the number of respondents who offered a comment at any time during the survey (within the specific category) and the third column is the percent of all respondents that offered such a comment at any time during the survey.

Overall, the largest percentage of respondents offered positive feedback about the program or services they receive (29%). Among customers that had concerns or problems, the most common areas were their views of the need for additional help or services (25%), or of a shortage of providers and caregivers (14%). Other comments include concerns with caregivers or the quality of care they provide (11%), issues with scheduling (10%), communication issues (9%), food or food quality issues (8%), and issues with caregiver training or the need for better work skills (6%), among others.

When looking at this feedback in more detail, nearly 14% offered positive comments about the services they receive, nearly 13% indicate that they were in need of more help or that they needed additional services, nearly 13% indicate that they need more time from their caregivers, 6% indicate that caregivers need to be paid more or receive better benefits, nearly 6% would like access to more providers, nearly 5% mention communications issues, and nearly 5% note scheduling problems or the switching of caregivers.



**Summary of Respondent Feedback  
(Specific Comments Mentioned by 10 or More Respondents)**

	<b>Count of Respondents</b>	<b>%</b>
Positive comment in general	119	13.6%
Need More Help, Services	112	12.8%
Need more help, more time	111	12.6%
Caregivers not paid enough, need benefits	54	6.2%
Access to more providers	51	5.8%
Communication Issues - Miscommunications, improve communications, do not return or slow to return calls	42	4.8%
Scheduling problems, switching employees	42	4.8%
Services are appreciated	40	4.6%
Scheduling Issues	39	4.4%
Transportation assistance	37	4.2%
Concerns with Caregivers - Unresponsive, rude, does not do good job	35	4.0%
Need More Providers, Staff	35	4.0%
Help I need has been well received	35	4.0%
Prefer more care - household chores	33	3.8%
New caregivers need more training	30	3.4%
Request more communication with caregivers	28	3.2%
More choice and control of care	25	2.8%
Would be unable to remain in my home without help received	25	2.8%
specific caregiver is appreciated	24	2.7%
Poor communication	23	2.6%
Caregiver Training, Work Skills	22	2.5%
Request better scheduling, planning	22	2.5%
Assistance with bigger tasks and chores at home	21	2.4%

**Summary of Respondent Feedback, Continued**  
**(Specific Comments Mentioned by 10 or More Respondents)**

	<b>Count of Respondents</b>	<b>%</b>
Worker does not do good job or know how to clean	21	2.4%
Lack of activities, need large variety of activities	21	2.4%
Transportation Issues	20	2.3%
Improve communication; who is coming, and when	20	2.3%
Prefer more care - in-home healthcare	19	2.2%
Caregivers unresponsive to needs	19	2.2%
Assistance with bathing, grooming	18	2.1%
Better screening of caregivers	18	2.1%
Food not appetizing	18	2.1%
Information - Need more information, available information and paperwork confusing	17	1.9%
Happy with current provider	17	1.9%
Too much switching of employees	17	1.9%
Poor professional skills; rudeness, gossiping, cell phone use	17	1.9%
Need more variety in food choices	16	1.8%
Cuts in Services or Delays, Need Funding	15	1.7%
Health Care Needs of Customers	15	1.7%
Keep cutting hours, need more help	15	1.7%
Improve training; work skills & professionalism	15	1.7%
Quality of food is sub-par	15	1.7%
Programs need more funding, keep them going	15	1.7%
More flexible services	14	1.6%
Food preparation issues	14	1.6%
Problems with payments	13	1.5%

**Summary of Respondent Feedback, Continued**  
**(Specific Comments Mentioned by 10 or More Respondents)**

	<b>Count of Respondents</b>	<b>%</b>
Personality, temperament conflicts with caregivers	13	1.5%
Meeting dietary requirements	13	1.5%
Overall satisfied with services I receive	13	1.5%
Laziness; do not want or know how to work	12	1.4%
Understaffed	12	1.4%
Would like to go to store myself; choose stores	12	1.4%
Transportation issues	11	1.3%
Control - want more control	11	1.3%
Not helpful to add more providers	11	1.3%
Good when they show up, inconsistent attendance	11	1.3%
Not enough information given to take best advantage of available services	10	1.1%
Broken promises; unreliable	10	1.1%
Disorganized; services inconsistent	10	1.1%
Slow to return calls	10	1.1%
Difficult to find adequate caregivers	10	1.1%
Respite care	10	1.1%
Food seasoning issues	10	1.1%

## **A qualitative assessment of satisfaction and quality measures does identify groups of potential focus for quality improvement efforts.**

In reviewing differences among customers by their demographic characteristics, there are very few cases where the difference in ratings of satisfaction or quality rose to the level of statistical significance. However, there were trends where certain groups did rate a number of measures lower than customers overall. These might identify groups where additional efforts are required to improve (albeit their already high) level of satisfaction.

To conduct this analysis, results for both the overall measures of satisfaction and quality and the program specific measures were summarized by program, gender, age, and county of residence. The scores for each of these groups were compared to customers overall (or to all customers receiving services through the specific program) to determine if the score was 10 percentage points or more below the overall score.

The table on pages 251-252 summarizes the results for overall measures of satisfaction and quality along with the specific program measures. There are a total of 20 overall measures (listed on page 253). There are a total of 64 program specific measures, seven in each of four programs and 12 in three others. The first column presents the demographic group. The second two columns provide the count and percent of items where the group scored below the average among all respondents for the 20 overall measures. The next two columns provide the count and percents for the program specific measures. The final column notes the specific program where measures were low.

In both the case of the overall and program specific measures, an item was counted if the score for the demographic group was 10 percentage points or more below the score for all customers or for all customers receiving service through the specific program.

Those that did have three or more items 10 percentage points below the score for all customers (overall measures) are:

- Customers residing in Essex County (3 items)
- Customers residing in Orange County (3 items)
- Customers residing in Windsor County (8 items)

This program specific analysis did identify a number of demographic groups whose scores were 10 percentage points or more below the score for all customers receiving services. Among these are:

- Orange County (17 items focused in Homemaker Services, Personal Care Services - Consumer, Surrogate, and Home Health Agency Directed, Adult Day Center)
- Washington County (16 items focused in Attendant Services Program, Personal Care Services -Consumer, Surrogate, and Home Health Agency Directed, Traumatic Brain Injury Program)

- Bennington County (13 items focused in Homemaker Services, Flexible Choices Personal Care Services)
- Customers under age 50(12 items focused in Homemaker Services)
- Caledonia County (10 items focused in Attendant Services Program, Homemaker Services)
- Franklin County (10 items focused in Flexible Choices, Personal Care Services)
- Windsor County (9 items focused in Flexible Choices, Personal Care Services)
- Addison County (8 items focused in Flexible Choices, Personal Care Services)
- Windham County (7 items focused in Attendant Services Program, Personal Care Services - Consumer, Surrogate, and Home Health Agency Directed)

A similar analysis was conducted by the agencies providing services for Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed). The qualitative assessment did identify a few agencies where three or more scores did fall ten percentage points or more below the score among all customers receiving these Personal Care Services (of the 12 program specific measures):

- Franklin County Home Health & Hospice (8 items)
- Bayada Professional Nurses Service Inc (4 items)
- Orleans-Essex VNA Association & Hospice, Inc. (4 items)
- Caledonia Home Health (3 items)
- Lamoille Home Health Agency & Hospice (3 items)
- Visiting Nurse Alliance of VT & New Hampshire (3 items)
- VNA & Hospice of Southwestern Vermont Health Care (3 items)

**Qualitative Assessment of Overall Measures of Satisfaction and Quality  
by Demographic Group and Program**

Demographic Group	Overall (20 total)		Program specific (64 total)		Program with 3 or more measures below average
	Count	%	Count	%	
Gender					
Female	0	0%	0	0%	
Male	0	0%	2	3%	
Age					
< 50	1	5%	12	19%	Homemaker Services
50 - 64	0	0%	6	9%	Flexible Choices, Personal Care Services
65-74	0	0%	0	0%	
75 - 84	0	0%	4	6%	
85+	0	0%	3	5%	

**Qualitative Assessment of Overall Measures of Satisfaction and Quality  
by Demographic Group and Program**

Demographic Group	Overall (20 total)		Program specific (64 total)		Program with 3 or more measures below average
County of Residence					
Addison	0	0%	8	13%	Flexible Choices, Personal Care Services
Bennington	1	5%	13	20%	Homemaker Services, Flexible Choices, Personal Care Services
Caledonia	0	0%	10	16%	Attendant Services Program, Homemaker Services
Chittenden	0	0%	6	9%	
Essex	3	15%	5	8%	Homemaker Services
Franklin	0	0%	10	16%	Flexible Choices, Personal Care Services
Grand Isle	0	0%	4	6%	
Lamoille	0	0%	6	9%	
Orange	3	15%	17	27%	Homemaker Services, Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed), Adult Day Center
Orleans	0	0%	3	5%	
Rutland	0	0%	5	8%	
Washington	2	10%	16	25%	Attendant Services Program, Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed), Traumatic Brain Injury Program
Windham	0	0%	7	11%	Attendant Services Program, Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed)
Windsor	8	40%	9	14%	Flexible Choices, Personal Care Services

**Overall measures of satisfaction and quality include:**

1. How would you rate the amount of choice and control you had when you planned the services or care you would receive?
2. How would you rate the timeliness of your services?
3. How would you rate how well problems or concerns you have with your care are taken care of?
4. How would you rate when you receive your services or care?
5. How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
6. How would you rate the overall quality of the help you receive?
7. How would you rate the communication between you and the people who help you?
8. How would you rate the reliability of the people who help you?
9. How would you rate how well people listen to your needs and preferences?
10. I receive all the services I need and want exactly when and how I need and want the services
11. Overall, how do you rate the value of the services you receive?
12. Has the help you received made your life...?
13. How would you rate the courtesy of those who help you?
14. How satisfied are you with your case manager or support coordinator?
15. I feel I have a part in planning my care with my case manager or support coordinator.
16. My case manager or support coordinator understands which services I need to stay in my current living situation.
17. I can talk to my case manager or support coordinator when I need to.
18. My case manager or support coordinator helps me when I ask for something.
19. My case manager or support coordinator asks me what I want.
20. My case manager or support coordinator helps me understand the different service options that are available.

**Program specific measures of satisfaction and quality include:**

1. How satisfied are you with the services you receive from \_\_\_\_?
2. How do you rate the quality of the services you receive from \_\_\_\_?
3. The services I receive from \_\_\_\_ meet my needs.
4. My caregivers in \_\_\_\_ treat me with respect and courtesy.
5. I know who to contact if I have a complaint about \_\_\_\_ or if I need more help.
6. The \_\_\_\_ provides services to me when and where I need them.
7. Have you experienced any problems with \_\_\_\_ during the past 12 months?



**Asked only of those receiving Personal Care Services, Flexible Choices or Homemaker Services**

1. I was able to choose my \_\_\_\_ Services.
2. I was able to choose the provider of my \_\_\_\_ Services. (% strongly agree and agree)
3. I was able to choose the scheduling of \_\_\_\_ Services that meets my needs. (% strongly agree and agree)
4. I was able to select my \_\_\_\_ Services provider from a variety of providers. (% strongly agree and agree)
5. There are \_\_\_\_ Services that I need that I cannot get. (% strongly disagree and disagree)

**Among all customers, approximately 20% indicate they have experienced a problem during the prior 12 months. Among these customers, approximately 55% indicate that VT DAIL worked to resolve their problem.**

**Summary of Whether Problems were Experienced by Program and Resolution of Problems**

<b>Program*</b>	<b>Experienced problems during the past 12 months?</b>	<b>Program work to resolve any problems?</b>	<b>Primary Problems</b>
Attendant Services Program	12%	57%	Cost or Payment Issues
Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed)	11%	53%	Concerns with Caregivers - Unresponsive, rude, does not do good job; Communication Issues - Miscommunications, improve communications, do not return or slow to return calls; Caregiver Training, Work Skills
Flexible Choices Personal Care Services	15%	22%	Need More Help, Services
Homemaker Services	17%	62%	Concerns with Caregivers - Unresponsive, rude, does not do good job; Scheduling Issues
Adult Day Center	6%	48%	Concerns with Caregivers - Unresponsive, rude, does not do good job; Communication Issues - Miscommunications, improve communications, do not return or slow to return calls
High Technology Home Care Program	31%	--	* Small percentage of responses not summarized
Traumatic Brain Injury Program	38%	--	* Small percentage of responses not summarized

## Comments:

Overall, approximately 20% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. There was some variability by program with the lowest percentage experiencing problems among those attending Adult Day Centers (only 6%) to 38% among customers receiving services through the Traumatic Brain Injury Program. Among those customers indicating they experienced problems, problems were mainly focused on difficulties with caregivers, communications issues, or scheduling problems.

Among all customers experiencing problems, approximately 55% indicate that VT DAIL worked to resolve their problem. Those receiving homemaker services (62%) and services through the Attendant Services Program (57%) were the most to indicate that VT DAIL worked to resolve their problems, followed by those receiving services through Personal Care Services, (53%), and those receiving services at Adult Day Centers (48%). The lowest percentage of customers indicating that VT DAIL worked to resolve their problems was among those receiving flexible choices personal care services (22%).

The table below summarizes the types of problems experienced by customers and the percentage (that experienced the specific problem) that indicates that VT DAIL worked to resolve the problem or did not work to resolve the problem.

For the most commonly mentioned problem (Concerns with Caregivers - Unresponsive, rude, does not do good job), 68% indicate that VT DAIL worked to resolve the problem. For the next two common problems (communications issues and scheduling problems) a majority, more than 60% indicate that VT DAIL did not work to resolve their problems. Half of those experiencing problems indicate that when there were issues of caregiver training, the work skills of caregivers or when they needed more help or additional services, VT DAIL resolved their problem 50% of the time.

**Summary of Resolution of Problems by Type of Problem (Main Categories)**  
(un-weighted responses)

<b>Problem Mentioned</b>	<b>Count of Respondents</b>	<b>% of All Respondents</b>	<b>% that mentioned problem*</b>	<b>% indicating problem was resolved</b>	<b>% indicating problem was NOT resolved</b>
Concerns with Caregivers - Unresponsive, rude, does not do good job	40	5%	42%	68%	28%
Communication Issues - Miscommunications, improve communications, do not return or slow to return calls	16	2%	17%	31%	63%
Scheduling Issues	15	2%	16%	27%	67%
Caregiver Training, Work Skills	12	1%	13%	50%	42%
Need More Help, Services	10	1%	11%	50%	50%
Need More Providers, Staff	5	1%	5%	60%	40%
Cost or Payment Issues	4	0%	4%	100%	0%
Activities - Need more or more variety	3	0%	3%	67%	33%
Cuts in Services or Delays, Need Funding	3	0%	3%	0%	100%
Transportation Issues	3	0%	3%	33%	67%
Concerns - abuse, afraid to complain	1	0%	1%	100%	0%
Health Care Needs of Customers	1	0%	1%	0%	100%
Other	1	0%	1%	100%	0%
Unsure	8	1%	8%	50%	50%
<b>Total</b>	<b>95</b>	<b>11%</b>	<b>100%</b>	<b>55%</b>	<b>42%</b>

\*% among customers indicating they experienced a problem during the prior 12 months

## **N. Home Delivered Meals Program**

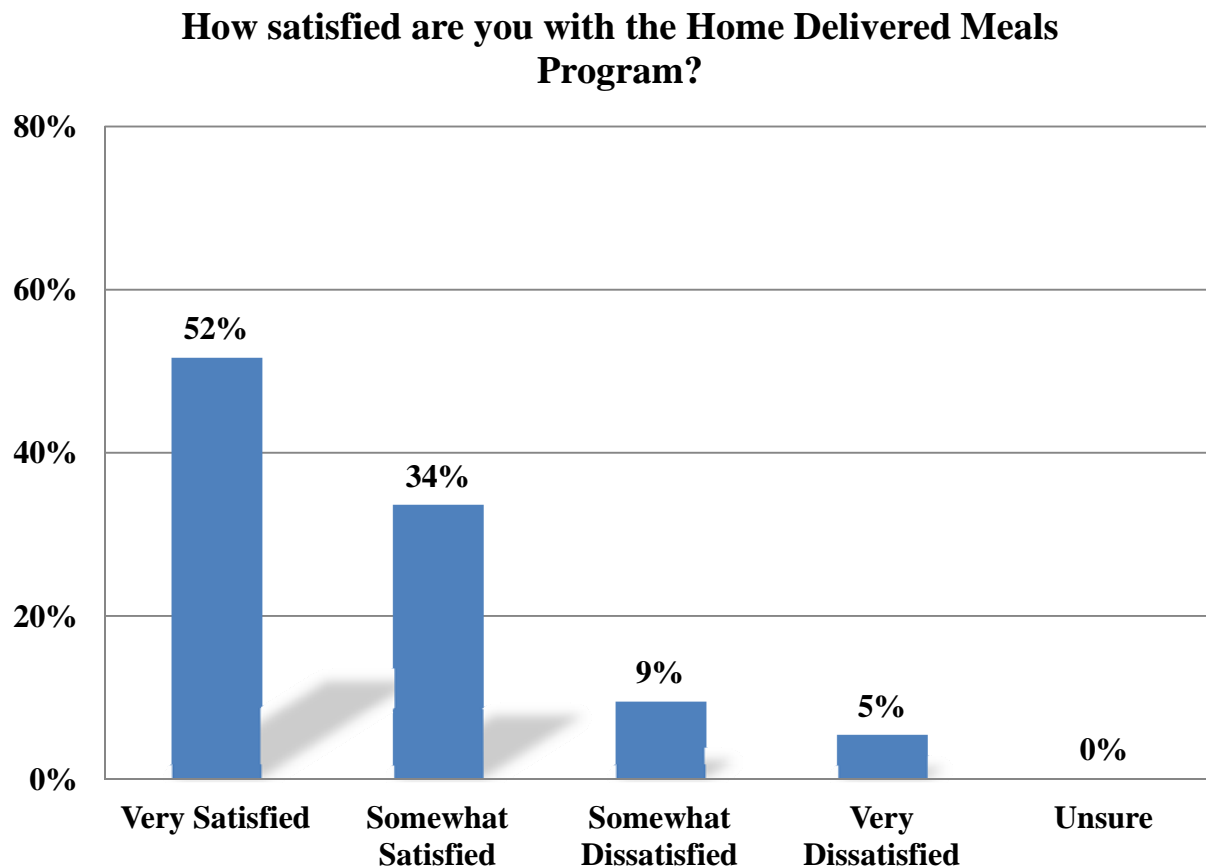
Respondents to the Long Term Care Customer Survey were asked if, in addition to other long term care services, whether they also currently receive meals through the Home Delivered Meals Program. Of the 878 respondents, 172 indicated that they also receive services through the Home Delivered Meals Program. Those responding to the survey were not drawn from the entire population of Vermont residents receiving services through the Home Delivered Meals Program, only those receiving this service in addition to other long term care services. The survey results provided in this section only represent the views of this group of customers, not the broader population of residents receiving services through the Home Delivered Meals Program.

### **Key Findings**

- **86% of customers are very or somewhat satisfied with the Home Delivered Meals Program.**
- **87% rate the quality of services they receive through the Home Delivered Meals Program as excellent or good.**
- **67% of customers indicate that the food always or almost always tastes good.**
- **68% of customers indicate that the food always or almost always looks good.**
- **81% of customers indicate that the meals always or almost always provide a variety of foods.**
- **83% of customers indicate that when the meal arrives, the hot food is always or almost always hot.**
- **84% of customers indicate that when the meal arrives, the cold food is always or almost always cold.**
- **84% of customers indicate that the meals are always or almost always delivered on time.**
- **82% of customers indicate that they always or almost always eat the meals that are delivered.**
- **77% of customers indicate that the food offered through the Home Delivered Meals Program always or almost always meets specific dietary needs.**
- **87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially.**

- **86% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat to improve the nutritional value of the food they eat.**
- **12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, only 30% indicate that the Home Delivered Meals Program worked to resolve their problems.**
- **The main ideas for service improvement include more variety in food choices and improvements to food preparation and delivery.**

**86% of customers are very or somewhat satisfied with the Home Delivered Meals Program.**



**Comments:**

Among those receiving services through the Home Delivered Meals Program, 52% are very satisfied with the services they receive, compared to 55% in 2010. Another 34% are somewhat satisfied with the services they receive. Only 9% indicate they are somewhat dissatisfied and only 5% are very dissatisfied with the services they receive through the Home Delivered Meals Program.

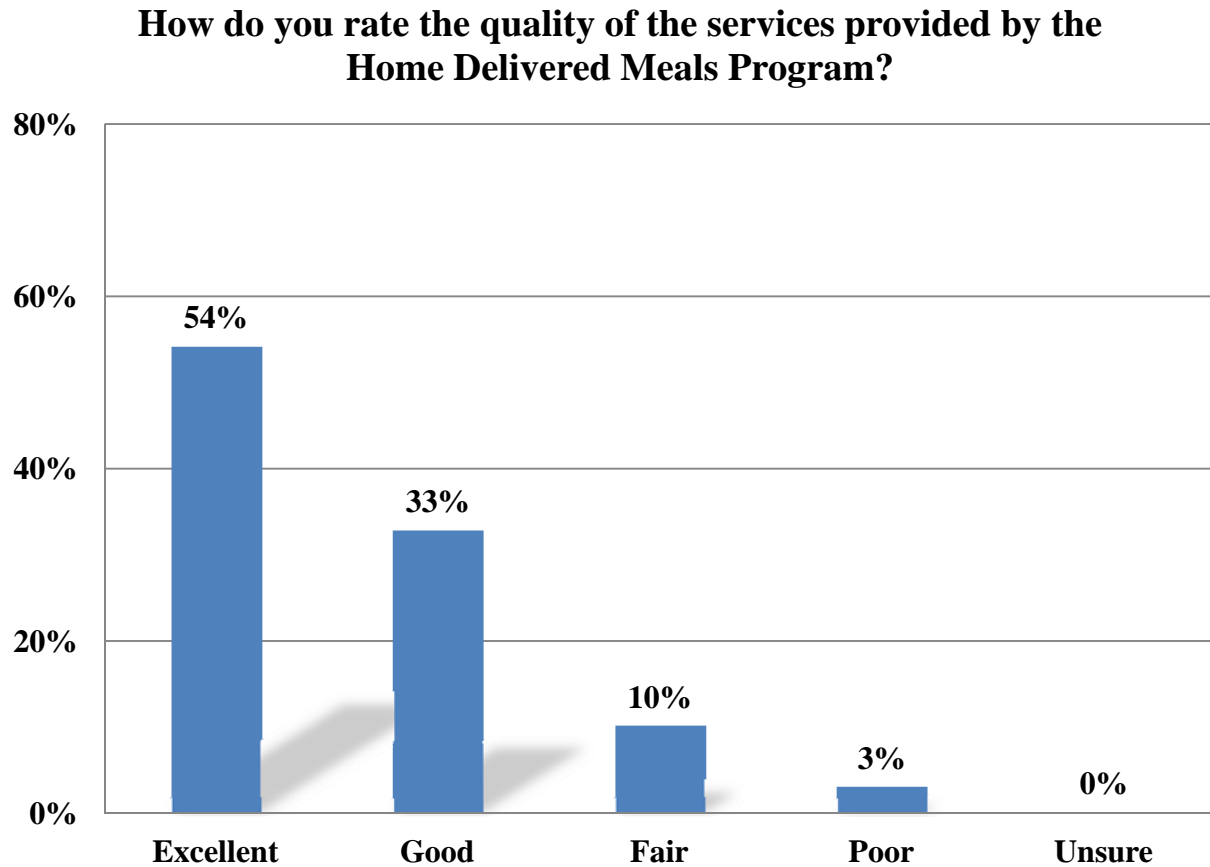
Among the customers that are dissatisfied, the main reasons given are that the food is not appetizing (47%), problems meeting dietary requirements (15%), food seasoning issues (14%), and that food quality is sub-par (14%), among other issues.

**Why are you dissatisfied with the Home Delivered Meals Program?**  
**(% among customers indicating they are very or somewhat dissatisfied)**

<b>Category</b>	<b>%</b>
Food not appetizing	47%
Meeting dietary requirements	15%
Food seasoning issues	14%
Quality of food is sub-par	14%
Food preparation issues	9%
Need more variety in food choices	6%
Reliable delivery - sometimes does not come, no notification	6%
Packaging, food prep issues for elderly with difficulty self feeding	5%
Quantity problem - small portions	4%
Deliveries more frequent	4%
Veggies not soft enough for elder palates, abilities	4%
Food choices difficult for diabetic - white bread, starches problematic	2%
Unsure	9%
Total	100%



**87% rate the quality of services they receive through the Home Delivered Meals Program as excellent or good.**

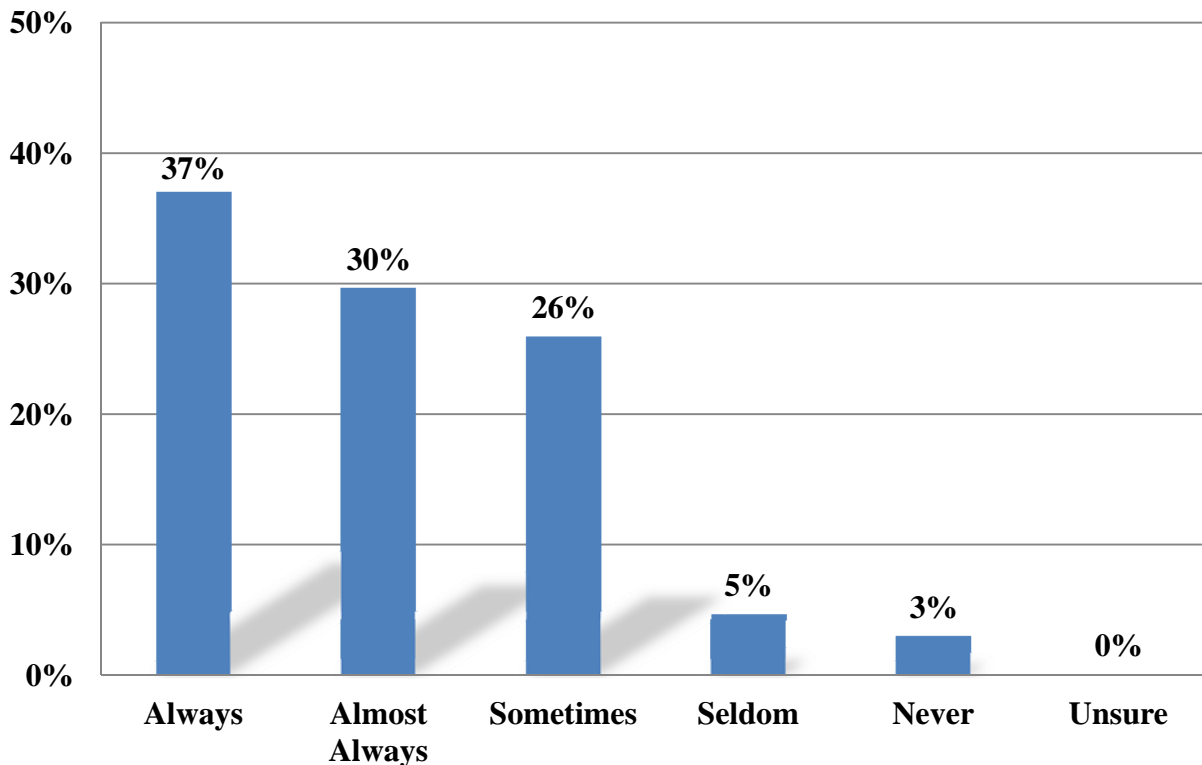


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 54% rate the quality of services as excellent, compared to 50% in 2010. Another 33% rate the quality of the services they receive as good. Only 10% indicate that the quality of the services they receive is fair and only 3% indicate the quality of services they receive through the Home Delivered Meals Program is poor.

**67% of customers indicate that the food always or almost always tastes good.**

**Please rate the Home Delivered Meals Program on this attribute - The food tastes good.**

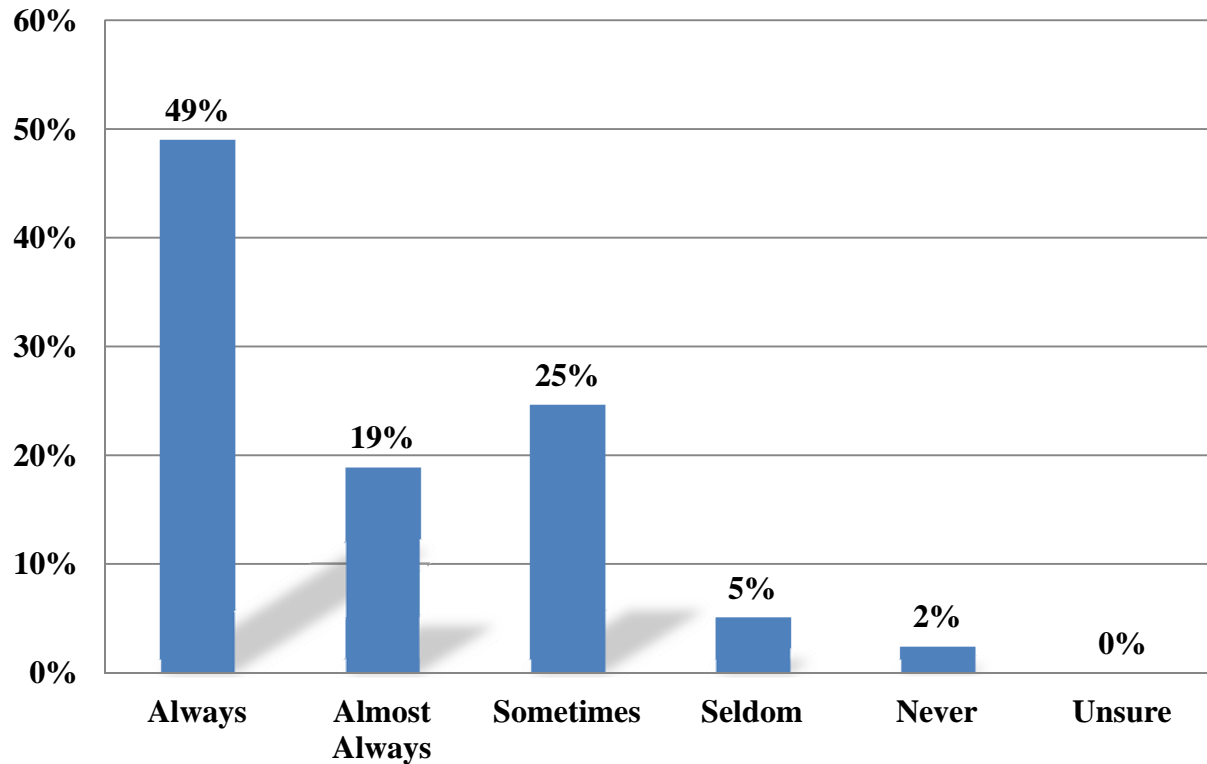


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 37% indicate that the food they receive always tastes good, compared to 33% in 2010. Another 30% indicate that the food almost always tastes good. Twenty-six percent of customers indicate that the food tastes good some of the time. Only 5% of those receiving services through the Home Delivered Meals Program indicate that the food seldom tastes good and only 3% indicate the food never tastes good.

**68% of customers indicate that the food always or almost always looks good.**

**Please rate the Home Delivered Meals Program on this attribute - The food looks good.**

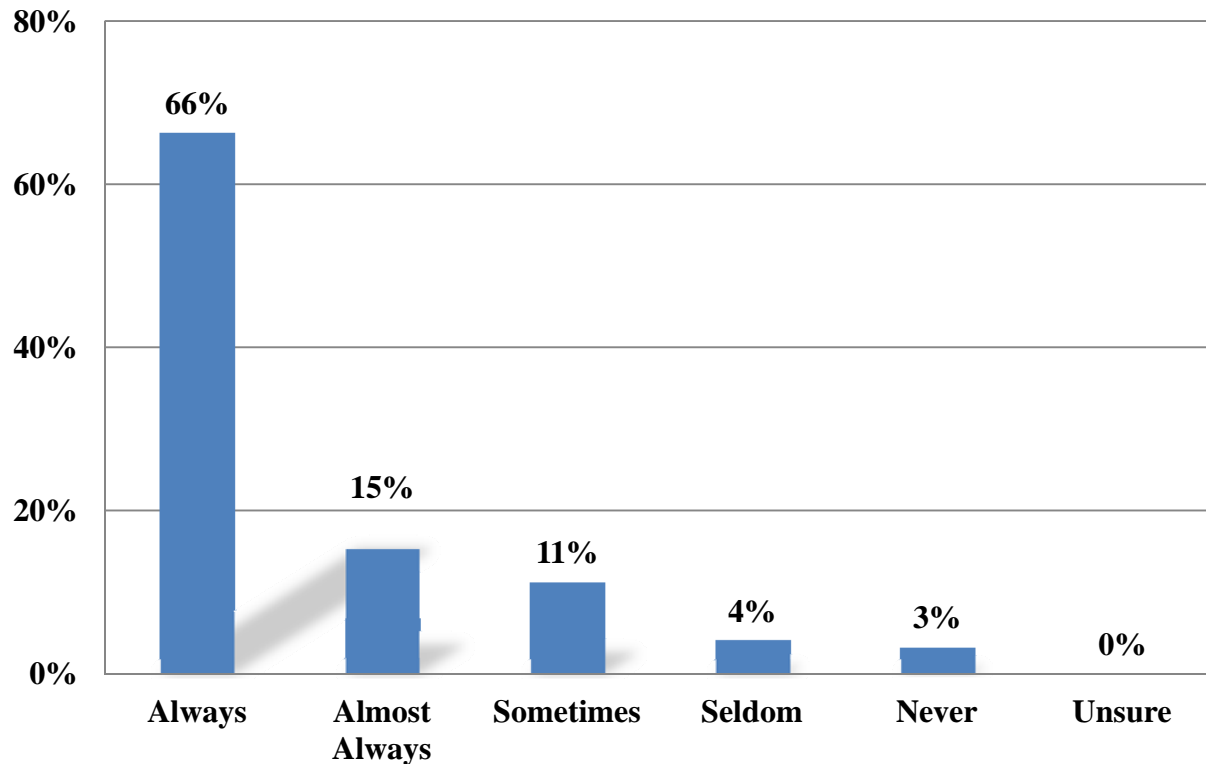


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 49% indicate that the food they receive always looks good, compared to 46% in 2010. Another 19% indicate that the food almost always looks good. Twenty-five percent of customers indicate that the food looks good some of the time. Only 5% of those receiving services through the Home Delivered Meals Program indicate that the food seldom looks good and only 2% indicate that the food never looks good.

**81% of customers indicate that the meals always or almost always provide a variety of foods.**

**Please rate the Home Delivered Meals Program on this attribute - The meals provide a variety of foods.**

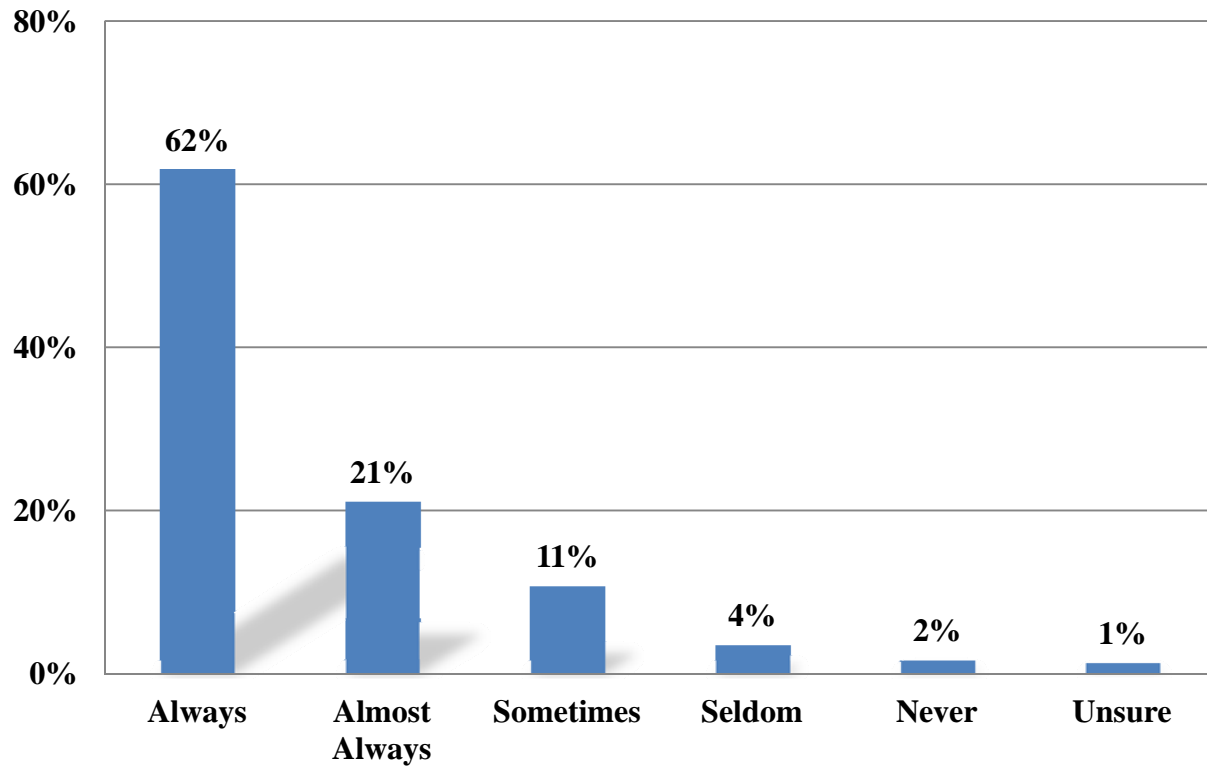


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 66% indicate that the meals they receive always provide a variety of foods, compared to 62% in 2010. Another 15% indicate that the meals almost always provide a variety of foods. Eleven percent of customers indicate that the meals provide a variety of foods some of the time. Only 4% of those receiving services through the Home Delivered Meals Program indicate that the meals seldom and 3% indicate the meals never provide a variety of foods.

**83% of customers indicate that when the meal arrives, the hot food is always or almost always hot.**

**Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the hot food is hot.**

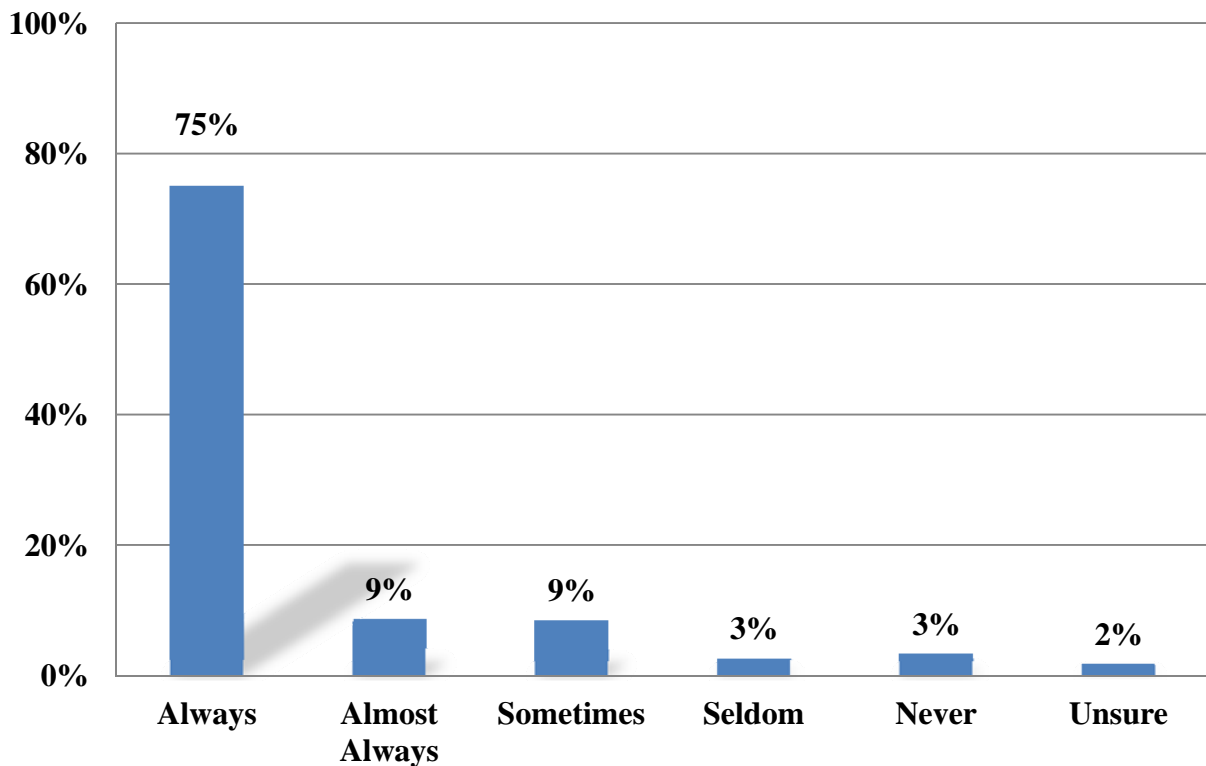


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 62% indicate when the meal arrives, the hot food is always hot, compared to 61% in 2010. Another 21% indicate that the hot food is almost always hot. Eleven percent of customers indicate that hot food is hot some of the time. Only 4% of those receiving services through the Home Delivered Meals Program indicate when the meal arrives, the hot food is seldom hot and only 2% indicate that the hot food is never hot.

**84% of customers indicate that when the meal arrives, the cold food is always or almost always cold.**

**Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the cold food is cold.**

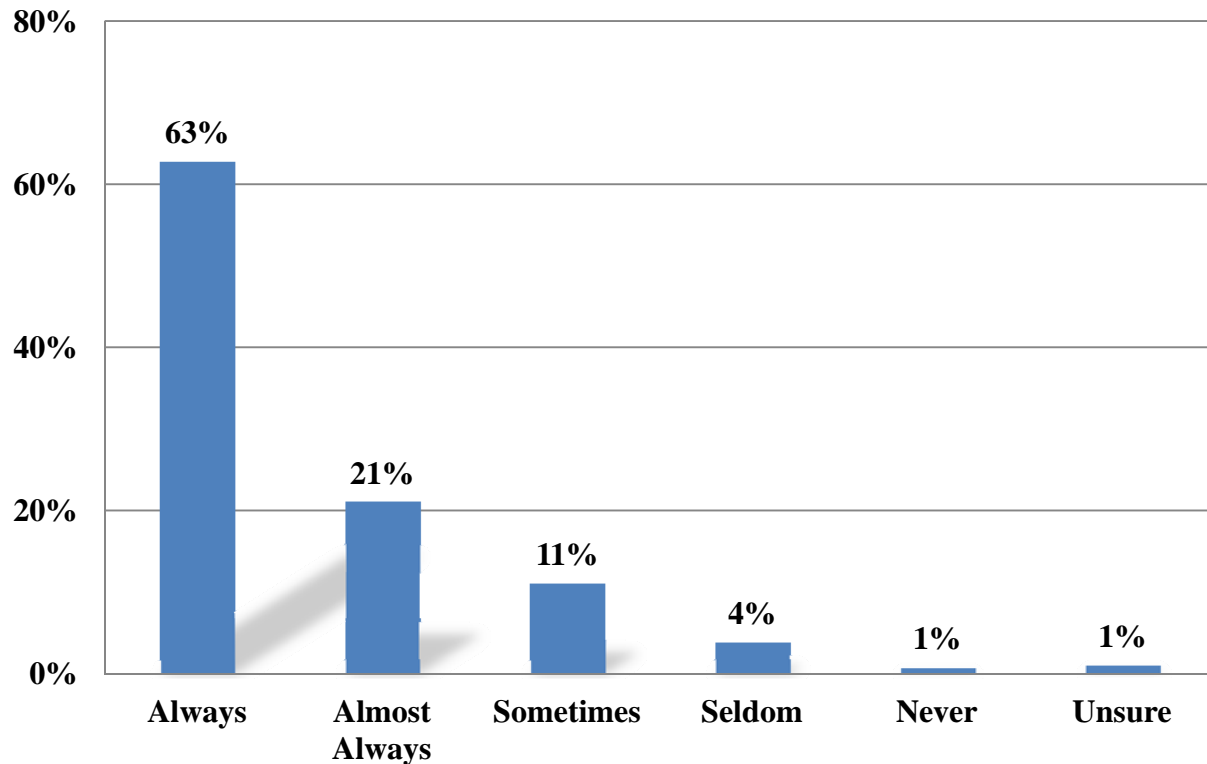


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 75% indicate when the meal arrives, the cold food is always cold, compared to 69% in 2010. Another 9% indicate that the cold food is almost always cold. Nine percent of customers indicate that cold food is cold some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate when the meal arrives, the cold food is seldom cold and only 3% indicate that the cold food is never cold.

**84% of customers indicate that the meals are always or almost always delivered on time.**

**Please rate the Home Delivered Meals Program on this attribute - The meal is delivered on time.**

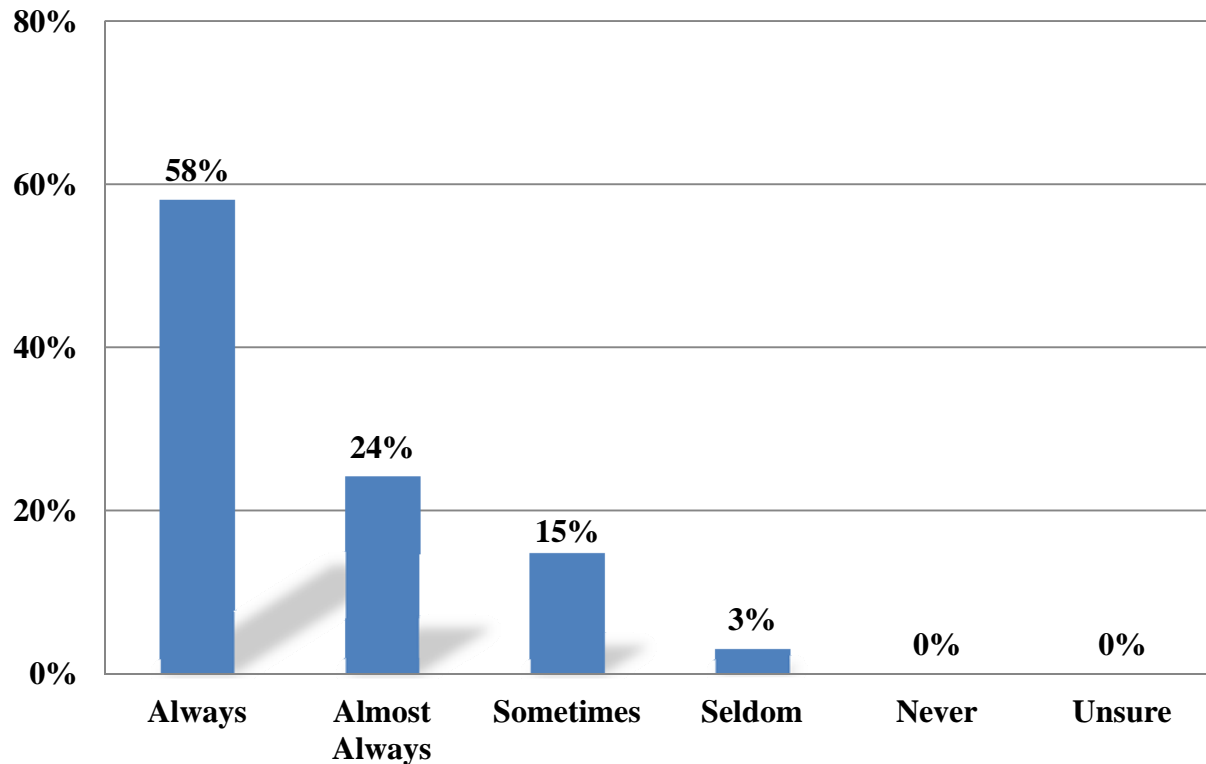


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 63% indicate that the meals are always delivered on time, compared to 61% in 2010. Another 21% indicate that the meals are almost always delivered on time. Eleven percent of customers indicate that the meals are delivered on time some of the time. Only 4% of those receiving services through the Home Delivered Meals Program indicate that the meals are seldom and 1% indicates that meals are never delivered on time.

**82% of customers indicate that they always or almost always eat the meals that are delivered.**

**Please rate the Home Delivered Meals Program on this attribute - I eat the meals that are delivered.**



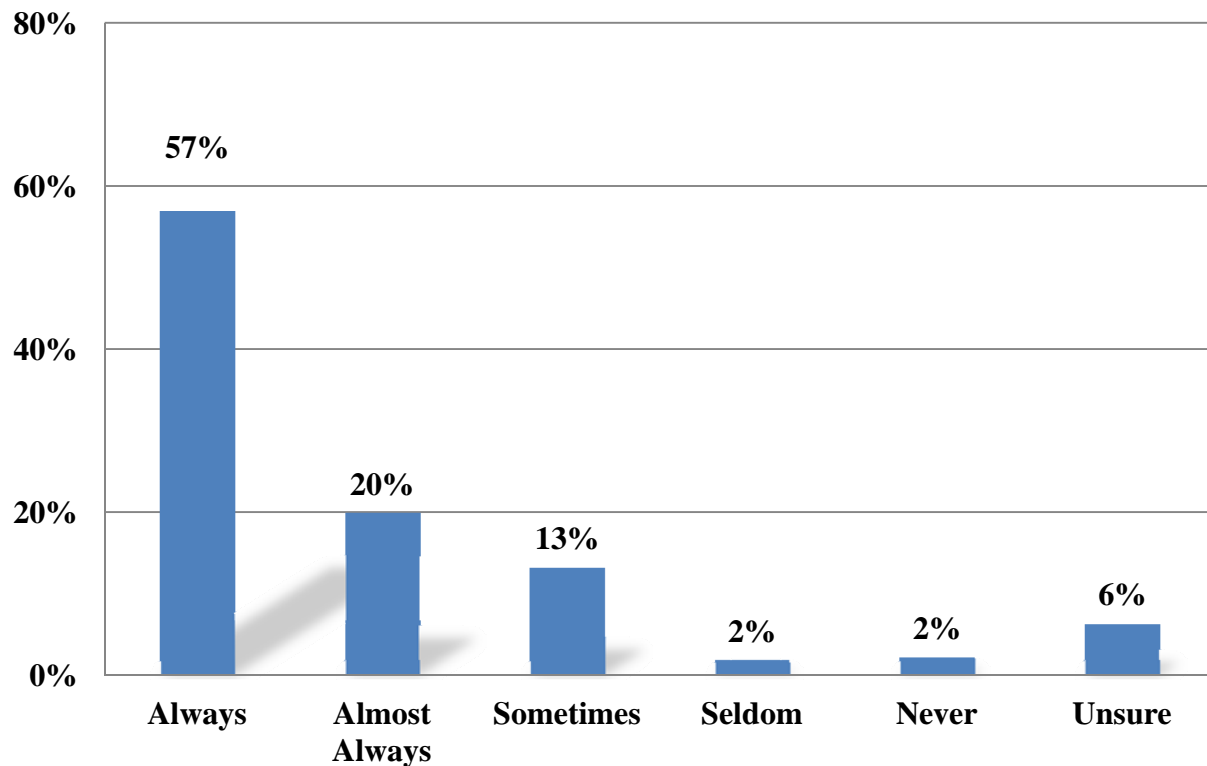
**Comments:**

Among those receiving services through the Home Delivered Meals Program, 58% indicate that they always eat the meals that are delivered, compared to 54% in 2010. Another 24% indicate that they almost always eat the meals that are delivered. Fifteen percent of customers indicate that they eat the meals that are delivered some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate they seldom eat the meals that are delivered.



**77% of customers indicate that the food offered through the Home Delivered Meals Program always or almost always meets specific dietary needs.**

**How often do foods offered through the Home Delivered Meals Program meet your specific dietary needs?**

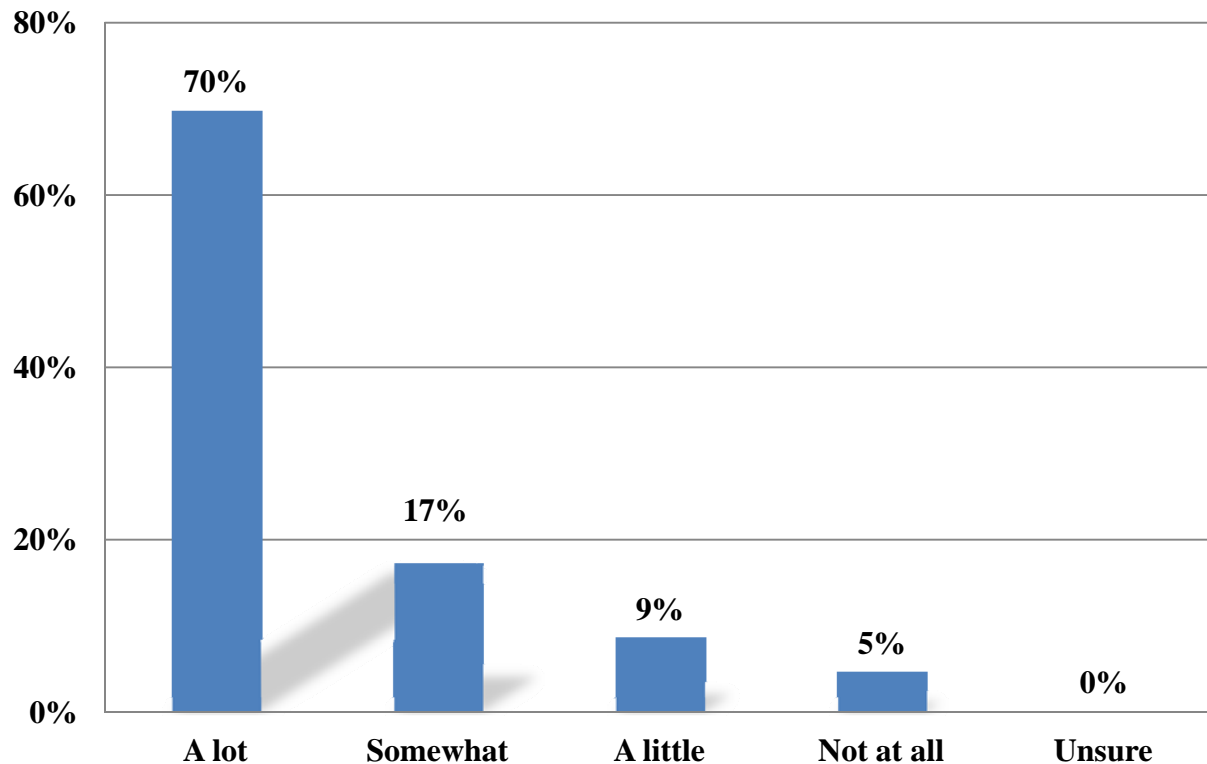


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 57% indicate that the meals offered always meet their specific dietary needs, compared to 45% in 2010. Another 20% indicate that the meals offered almost always meet their dietary needs. Thirteen percent of customers indicate the meals offered meet their dietary needs some of the time. Only 2% of those receiving services through the Home Delivered Meals Program indicate the meals seldom and only 2% indicate the meals never meet their specific dietary needs.

**87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially.**

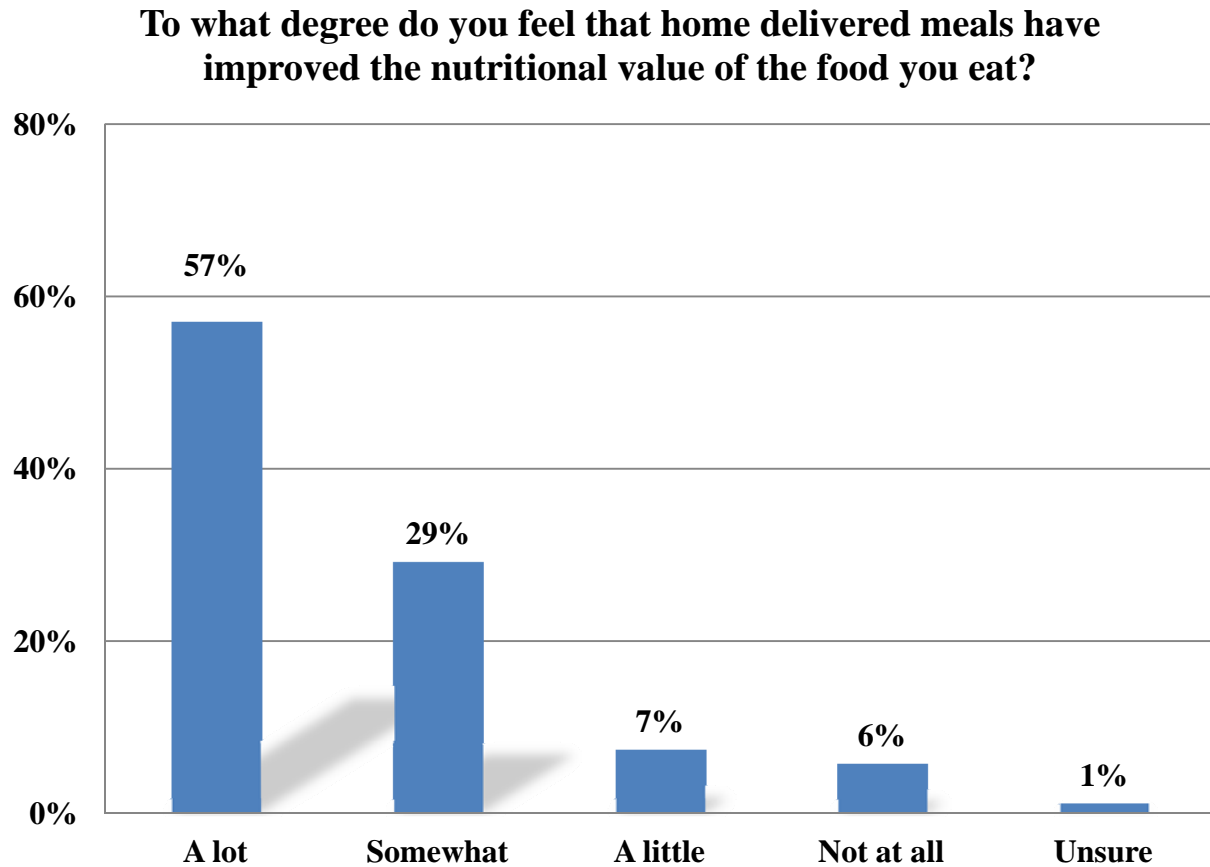
**To what degree do you feel that the home delivered meals have helped you financially?**



**Comments:**

Among those receiving services through the Home Delivered Meals Program, 70% indicate that the program has helped them a lot financially, compared to 65% in 2010. Another 17% indicate the program has helped them somewhat financially. Nine percent of customers indicate that the Home Delivered Meals Program has helped them a little financially. Only 5% indicate that the program has not helped them at all financially.

**86% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat to improve the nutritional value of the food they eat.**

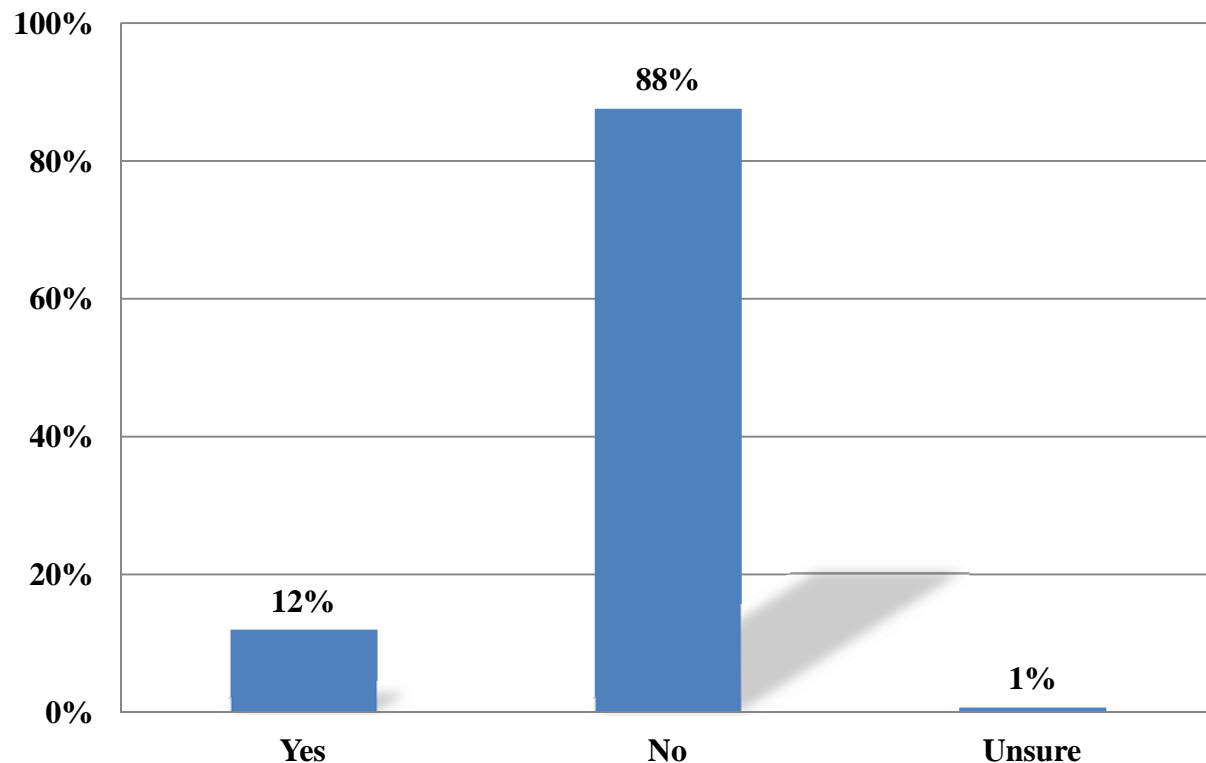


**Comments:**

Among those receiving services through the Home Delivered Meals Program, 57% indicate that the program has helped improve the nutritional value of the food they eat a lot, compared to 51% in 2010. Another 29% indicate the program has helped improve the nutritional value of the food they eat somewhat. Seven percent of customers indicate that the Home Delivered Meals Program has helped improve the nutritional value of the food they eat a little. Only 6% indicate that the program has not helped improve the nutritional value of the food they eat.

**12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, only 30% indicate that the Home Delivered Meals Program worked to resolve their problems.**

**Have you experienced any problems with the Home Delivered Meals Program during the past 12 months?**



**Comments:**

Among those receiving services through the Home Delivered Meals Program, 12% report they have experienced problems during the past 12 months, compared to 12% in 2010.

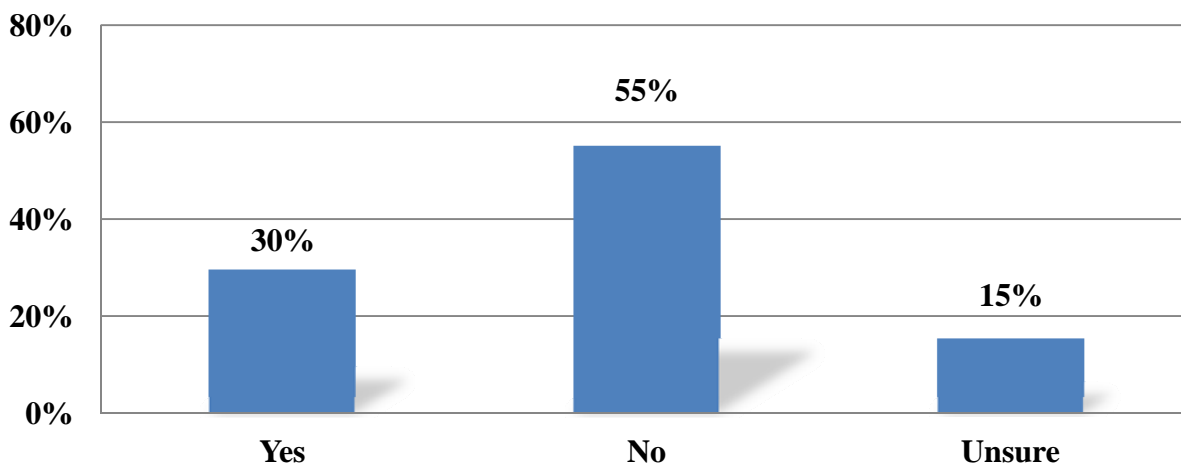
Among those experiencing problems, 27% indicate that the quality of the food is sub-par and 25% indicate delivery problems. Other problems include that the delivery schedule is difficult (19%), that the food is not appetizing (17%), the need for more variety in food choices (14%), and food preparation issues (11%), among others. Thirty percent of customers that experienced problems during the prior 12 months indicate that the Home Delivered Meals Program worked to resolve their problems, compared to 43% in 2010.

**What problems have you experienced with the Home Delivered Meals Program during the past 12 months?**

(% among customers experiencing problem during the past 12 months)

Category	%
Quality of food is sub-par	27%
Delivery problems - do not deliver, will not leave if no one is home	25%
Delivery schedule difficult - always eating reheated food	19%
Food not appetizing	17%
Need more variety in food choices	14%
Food preparation issues	11%
Meeting dietary requirements	6%
Caregivers not paid enough, need benefits	5%
Reliable delivery - sometimes does not come, no notification	5%
Quantity problem - small portions	5%
Veggies not soft enough for elder palates, abilities	3%
Unsure	5%
Total	100%

**Did the Home Delivered Meals Program work to resolve any problems?**



**The main ideas for service improvement include more variety in food choices and improvements to food preparation and delivery.**

**What could the Home Delivered Meals Program do to improve the services it offers to you and others?**

Category	%
Need more variety in food choices	7%
Food preparation issues	6%
Delivery problems - do not deliver, will not leave if no one is home	6%
Quality of food is sub-par	5%
Delivery schedule difficult - always eating reheated food	4%
Food seasoning issues	4%
Meeting dietary requirements	3%
Quantity problem - small portions	3%
Veggies not soft enough for elder palates, abilities	3%
Food not appetizing	3%
Food choices difficult for diabetic - white bread, starches problematic	2%
Deliveries more frequent	2%
Reliable delivery - sometimes does not come, no notification	1%
Quantity problem, large portions	1%
Positive comment in general	1%
Nothing	55%
Unsure	4%
Total	100%

#### Comments:

Among those receiving services through the Home Delivered Meals Program, 41% offered suggestions for improving the services provided to customers. Seven percent indicate the need for more variety in food choices, 6% indicate the need for improvements in food preparation, and 6% indicate issues with deliveries. Other comments include that the food quality is sub-par (mentioned by 5% of customers), that the delivery schedule is difficult (4%), and issues with food seasonings (4%), among other comments.

## **O. Access to Health Care among those Dually Covered by Medicare and Medicaid**

Most customers receiving care through the Vermont Department of Disabilities, Aging & Independent Living, Division of Disability & Aging Services have health insurance coverage through both the National Medicare program and the state Medicaid program. Of the 878 respondents, 692 have dual coverage through these two programs. These respondents were asked a series of questions about quality of their health insurance and access to care.

### **Key Findings**

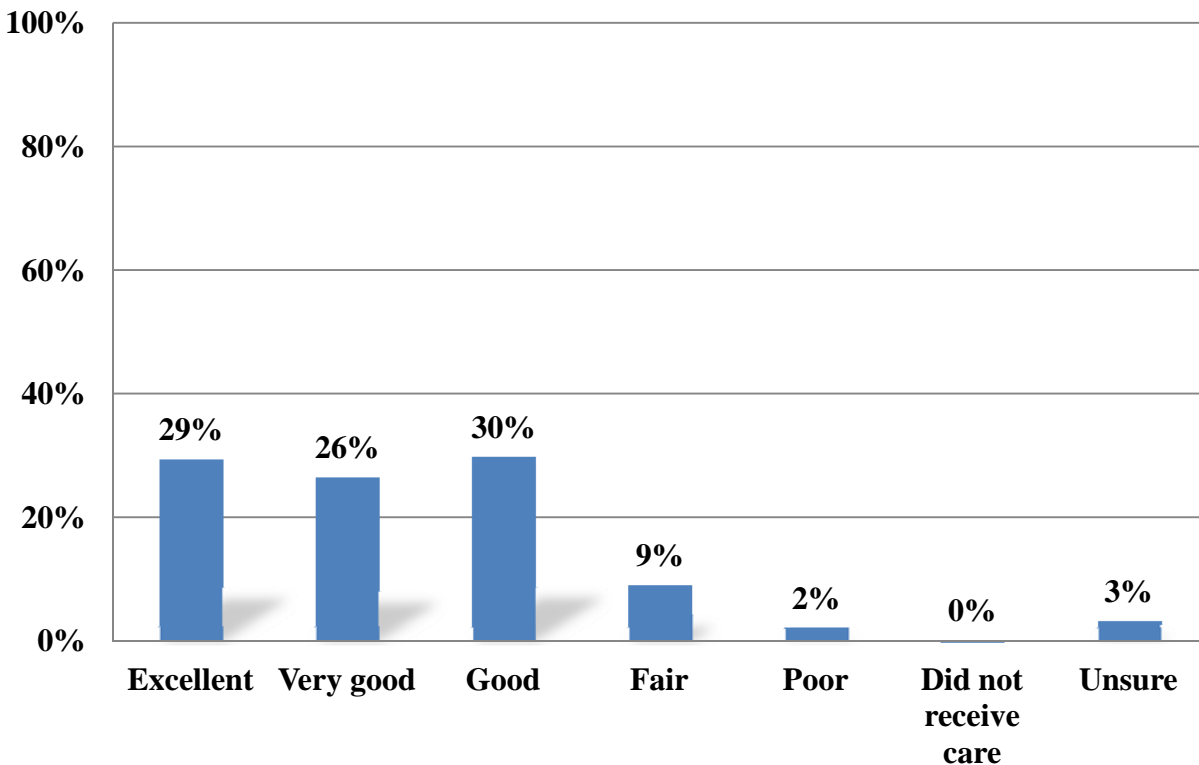
- **55% of customers with dual coverage through Medicare and Medicaid rate the range of services covered by their health insurance as excellent or very good.**
- **54% of customers with dual coverage through Medicare and Medicaid rate the quality of care available under their health insurance as excellent or very good.**
- **63% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for premiums is reasonable.**
- **68% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable.**
- **85% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.**
- **While two-thirds of customers with dual coverage through Medicare and Medicaid did not defer needed health care during the prior 12 months, 15% did not get needed dentures or eyeglasses, 13% did not get needed dental care, and 9% did not get needed medical care.**
- **9% of customers with dual coverage through Medicare and Medicaid indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.**
- **5% of customers with dual coverage through Medicare and Medicaid indicate there were times they delayed getting care because they could not find a doctor or other health care provider.**

- **14% of customers with dual coverage through Medicare and Medicaid indicate there were times during the prior 12 months they had problems paying for medical bills.**
- **If customers had more flexibility in using Medicaid and Medicare funding, customers would want better coverage for dental and vision services, coverage for hearing aids, dentures, and eyeglasses, and coverage for home modifications.**



**55% of customers with dual coverage through Medicare and Medicaid rate the range of services covered by their health insurance as excellent or very good.**

**How would you rate the range of services covered by your current health insurance coverage?**

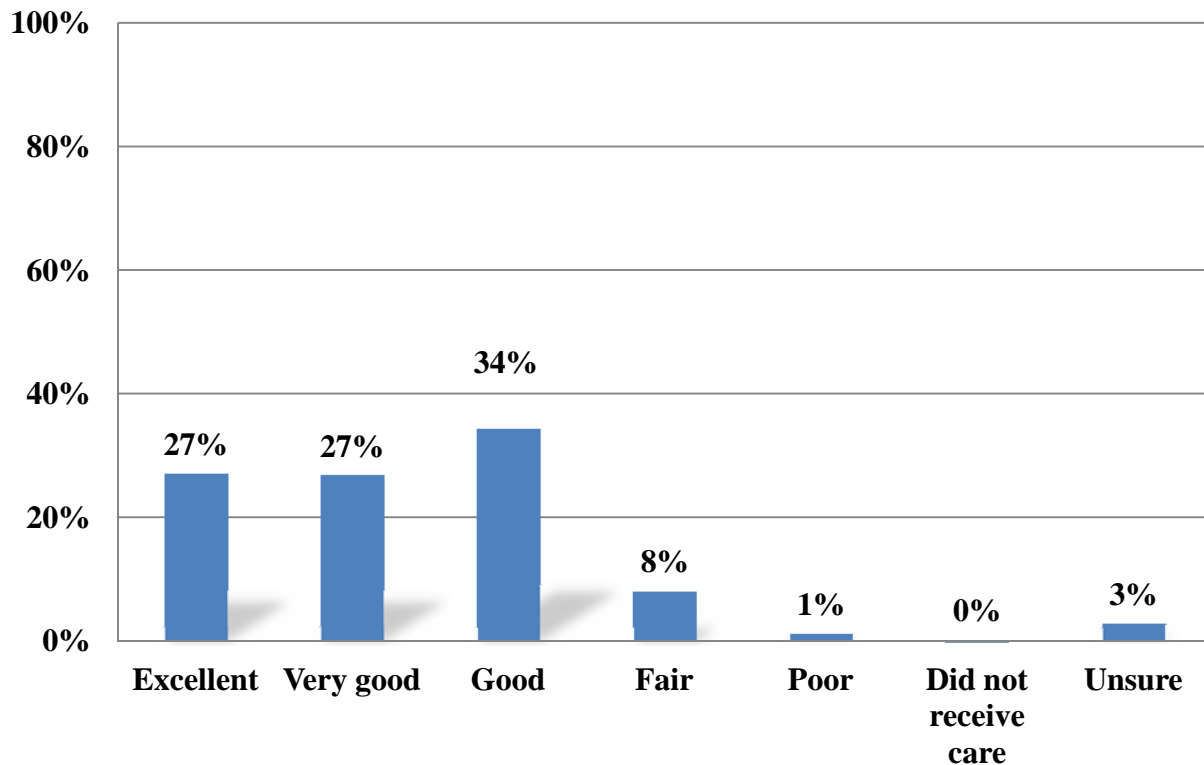


**Comments:**

Twenty-nine percent of customers with coverage through Medicare and Medicaid rate the range of services covered by their health insurance as excellent while 26% indicate the range of services covered by their health insurance is very good. Thirty percent of those with dual coverage rate the range of services covered by their health insurance as good. Only 9% rate the range of services covered as fair and only 2% rate the ranges of services covered by their health insurance as poor.

**54% of customers with dual coverage through Medicare and Medicaid rate the quality of care available under their health insurance as excellent or very good.**

**How would you rate the quality of care available under your current health insurance coverage?**



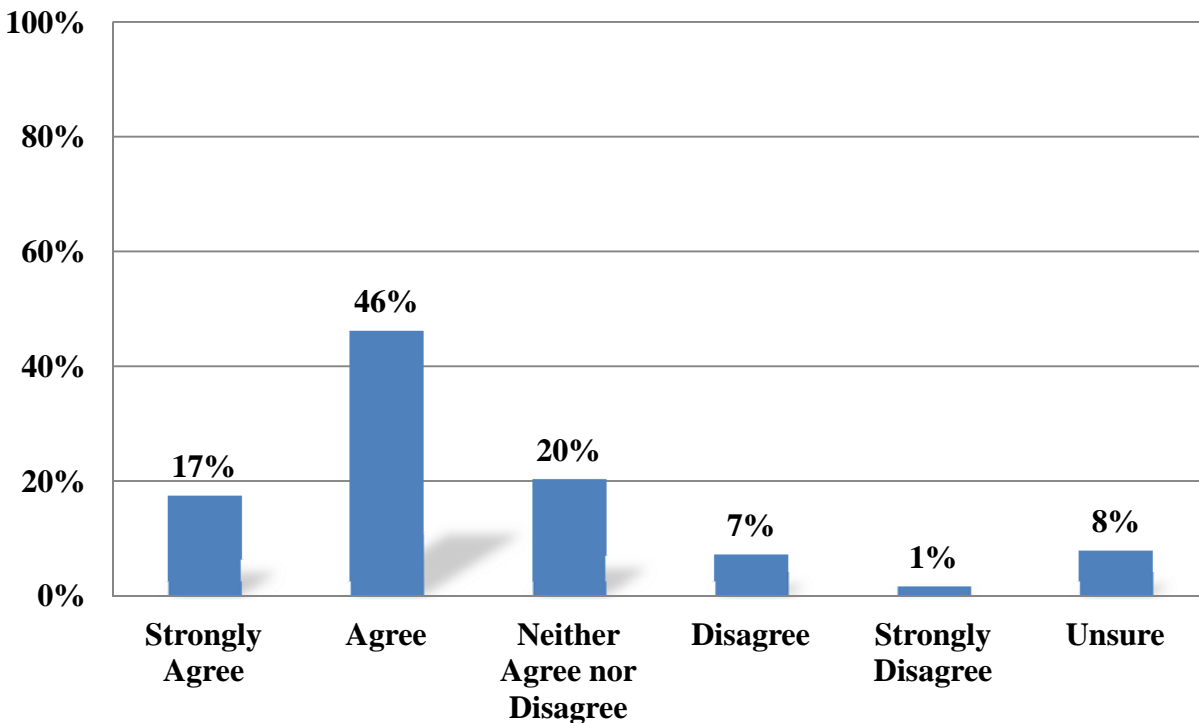
**Comments:**

Twenty-seven percent of customers with coverage through Medicare and Medicaid rate the quality of care available under their health insurance as excellent while 27% indicate the quality of care available is very good. Thirty-four percent of those with dual coverage rate the quality of care available under their health insurance as good. Only 8% rate the quality of care as fair and only 1% rate the quality of care available under their health insurance as poor.

- 65% of customers aged 85 and older rate the quality of care available as excellent or very good.

**63% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for premiums is reasonable.**

**Please tell me how much you agree or disagree with the following statement: I think that the amount that I pay for my premium is reasonable.**



**Comments:**

Customers with health insurance through both Medicare and Medicaid were asked how strongly they agree or disagree with the following:

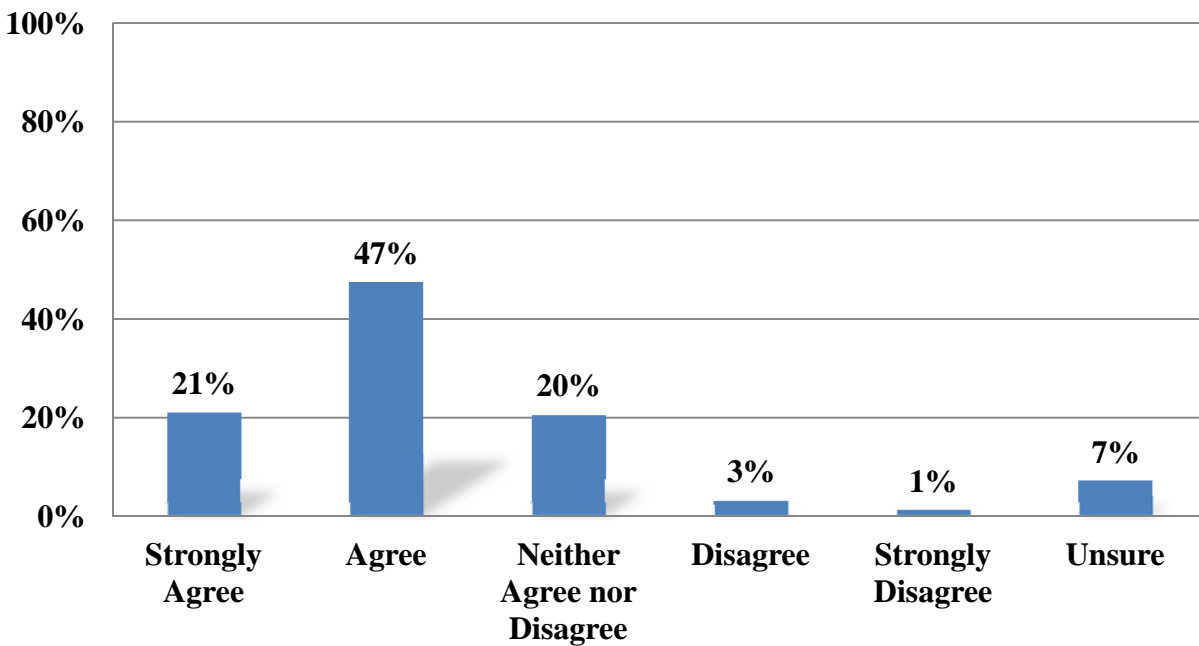
- I think that the amount that I pay for my premium is reasonable.

Among those with dual coverage through Medicare and Medicaid, 17% strongly agree and another 46% agree that the amount they pay for premiums is reasonable. Twenty percent neither agree nor disagree. Seven percent of customers with dual coverage through Medicare and Medicaid disagree and another 1% strongly disagrees that the amount they pay for premiums is reasonable.

- 73% of customers under age 50 strongly agree or agree that the amount of their premium is reasonable.

**68% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable.**

**Please tell me how much you agree or disagree with the following statement: The amount of my co-pay for doctor's visits is reasonable.**



**Comments:**

Customers with health insurance through both Medicare and Medicaid were asked how strongly they agree or disagree with the following:

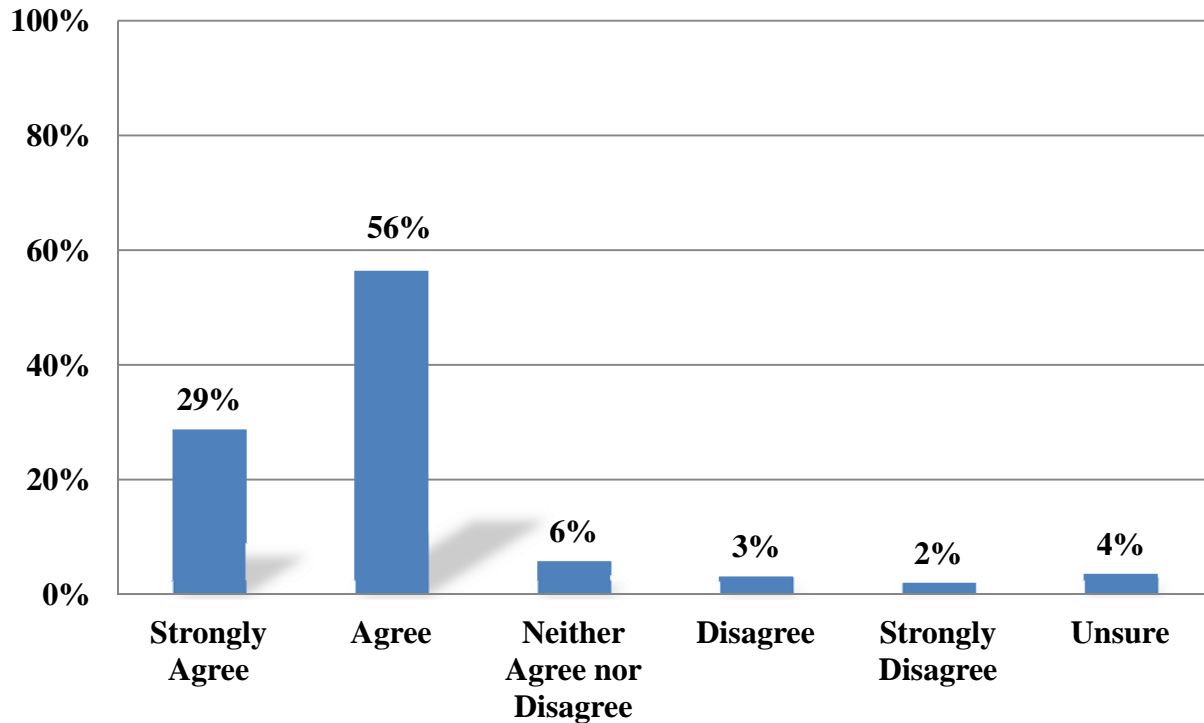
- The amount of my co-pay for doctor's visits is reasonable.

Among those with dual coverage through Medicare and Medicaid, 21% strongly agree and another 47% agree that the amount of their co-pay for doctor's visits is reasonable. Twenty-percent neither agree nor disagree. Three percent of customers with dual coverage through Medicare and Medicaid disagree and another 1% strongly disagrees that the amount of their co-pay for doctor's visits is reasonable.

- 87% of customers under age 50 strongly agree or agree that the amount of their co-pay is reasonable.

**85% of customers with dual coverage through Medicare and Medicaid strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.**

**Please tell me how much you agree or disagree with the following statement: The amount of my co-pay for prescription drugs is reasonable.**



**Comments:**

Customers with health insurance through both Medicare and Medicaid were asked how strongly they agree or disagree with the following:

- The amount of my co-pay for prescription drugs is reasonable.

Among those with dual coverage through Medicare and Medicaid, 29% strongly agree and another 56% agree that the amount of their co-pay for prescription drugs is reasonable. Six percent neither agree nor disagree. Three percent of customers with dual coverage through Medicare and Medicaid disagree and another 2% strongly disagrees that the amount of their co-pay for prescription drugs is reasonable.

**While two-thirds of customers with dual coverage through Medicare and Medicaid did not defer needed health care during the prior 12 months, 15% did not get needed dentures or eyeglasses, 13% did not get needed dental care, and 9% did not get needed medical care.**

**During the past 12 months, was there any time that you did not get or postponed...**

Category	%
Dentures or eyeglasses	15%
Dental care including checkups	13%
Medical care from a doctor or surgery	9%
Modifications to make your home more accessible	7%
Over the counter medicines	5%
A diagnostic test such as a CAT scan, MRI, lab work, or x-ray	4%
Prescription Medicines	4%
Durable medical equipment or assistive technology	4%
Mental health care or counseling	2%
None of These	66%
Unsure	2%
Total	100%

#### **Comments:**

Among customers with dual coverage through Medicare and Medicaid, 66% report there were no instances during the prior 12 months where they did not get or postponed getting needed medical care. The largest percentage of those deferring care did not get needed dentures or eyeglasses (15%). Thirteen percent of customers with dual coverage through Medicare and Medicaid did not get needed dental care at some time during the prior 12 months. Nine percent report that they did not get needed medical care from a doctor, or that they needed surgery. Seven percent did not get needed home modifications while 5% did not get needed over the counter medications. Four percent of customers with dual coverage through Medicare and Medicaid did not get a needed diagnostic test, 4% deferred getting needed prescription medications, and 4% did not get needed durable medical equipment or assistive technology. Two percent did not get needed mental health care or counseling.

- Those under age 50 are more likely to have deferred or not gotten needed medical care. Over half (51%) have deferred or not gotten some type care including medical care (26%), dental care (29%), dentures or eyeglasses (26%), home modifications (20%), durable medical equipment or assistive technology (13%), over the counter medications (13%), and a diagnostic test (12%).

Among those not getting needed medical care:

- 22% had trouble getting an appointment
- 17% had trouble finding a doctor to see them
- 16% had transportation issues
- 15% were too sick, tired, or depressed to see a doctor

Among those not getting needed mental health care:

- 21% had issues with insurance providing coverage
- 17% had transportation issues
- 16% had trouble finding a doctor or provider to see them
- 15% had problems with the cost of the care

Among those not getting needed dental care:

- 58% had problems with the cost of the care

Among those not getting a needed diagnostic test:

- 24% had trouble getting an appointment
- 24% were too sick, tired, or depressed to see a provider
- 18% had trouble finding a doctor to see them
- 14% had problems with the cost of the care

Among those not getting a needed prescription medications:

- 43% had problems with the cost of the prescriptions
- 15% were too sick, tired, or depressed to get their medications
- 15% had issues with insurance providing coverage

Among those not getting a needed over the counter medications:

- 67% had problems with the cost of the prescriptions

Among those not getting needed dentures or eyeglasses:

- 67% had problems with the cost of the care

Among those not getting needed durable equipment or assistive technology:

- 60% had problems with the cost of the care
- 11% indicate home modifications would be difficult to produce

Among those not getting needed home modifications:

- 68% had problems with the cost of the modifications
- 14% indicate home modifications would be difficult to produce



### Why did you not get or postpone getting...?

	Medical care from a doctor or surgery	Mental health care or counseling	Dental care including checkups
Cost, paying in general	9%	15%	58%
Trouble finding a doctor or other health care provider who would see you	17%	16%	8%
Trouble getting an appointment with a doctor or other health care provider	22%	7%	2%
Tired, Sick, Depressed	15%	4%	7%
Transportation	16%	17%	8%
Insurance complication, lack of coverage to address	4%	21%	6%
Doctor postponed appointment or moved away	1%	6%	2%
Staff unprofessional, do not want to help			
Home modifications difficult to produce			
Personal hesitance, fear of doctor, surgery	2%		
Hearing aids, Dentures, Eyeglasses			
Forgot appointments	2%		
Busy schedule	3%		
Family, personal complication	3%		1%
Some other reason	2%		1%
Unsure	3%	14%	6%
Total	100%	100%	100%

### Why did you not get or postpone getting...?

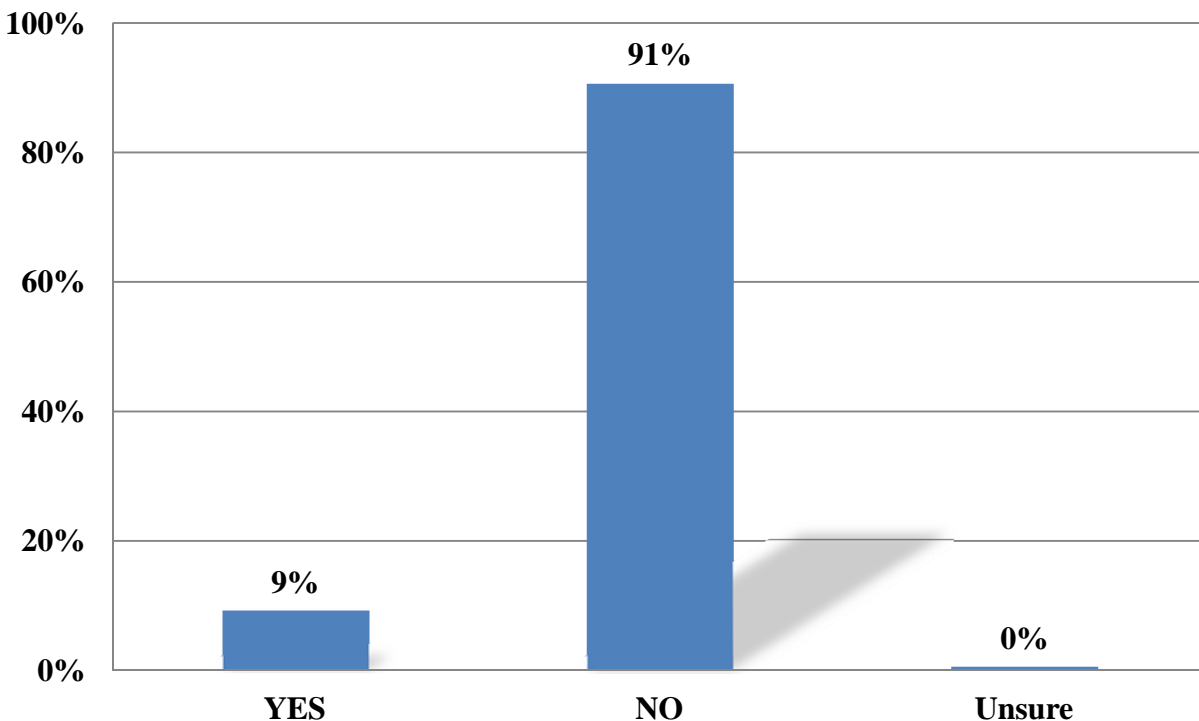
	A diagnostic test such as a CAT scan, MRI, lab work, or x-ray	Prescription Medications	Over the counter medicines
Cost, paying in general	14%	43%	67%
Trouble finding a doctor or other health care provider who would see you	18%	8%	3%
Trouble getting an appointment with a doctor or other health care provider	24%	7%	1%
Tired, Sick, Depressed	24%	15%	
Transportation		3%	7%
Insurance complication, lack of coverage to address		15%	5%
Doctor postponed appointment or moved away	3%		
Staff unprofessional, do not want to help			
Home modifications difficult to produce			
Personal hesitance, fear of doctor, surgery			
Hearing aids, Dentures, Eyeglasses			
Forgot appointments			
Busy schedule	9%		
Family, personal complication			
Some other reason	2%	2%	
Unsure	7%	7%	16%
Total	100%	100%	100%

### Why did you not get or postpone getting...?

	Dentures or eyeglasses	Durable medical equipment or assistive technology	Modifications to make your home more accessible
Cost, paying in general	67%	60%	68%
Trouble finding a doctor or other health care provider who would see you	4%	7%	
Trouble getting an appointment with a doctor or other health care provider	3%		
Tired, Sick, Depressed	5%		4%
Transportation	3%	4%	1%
Insurance complication, lack of coverage to address	7%	3%	5%
Doctor postponed appointment or moved away			4%
Staff unprofessional, do not want to help	2%	5%	
Home modifications difficult to produce		11%	14%
Personal hesitance, fear of doctor, surgery	1%		
Hearing aids, Dentures, Eyeglasses	1%		
Forgot appointments			
Busy schedule			
Family, personal complication			
Some other reason	1%		1%
Unsure	7%	10%	1%
Total	100%	100%	100%

**9% of customers with dual coverage through Medicare and Medicaid indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.**

**During the past 12 months, was there any time that you skipped doses or took smaller amounts of your prescription drugs to make them last longer?**



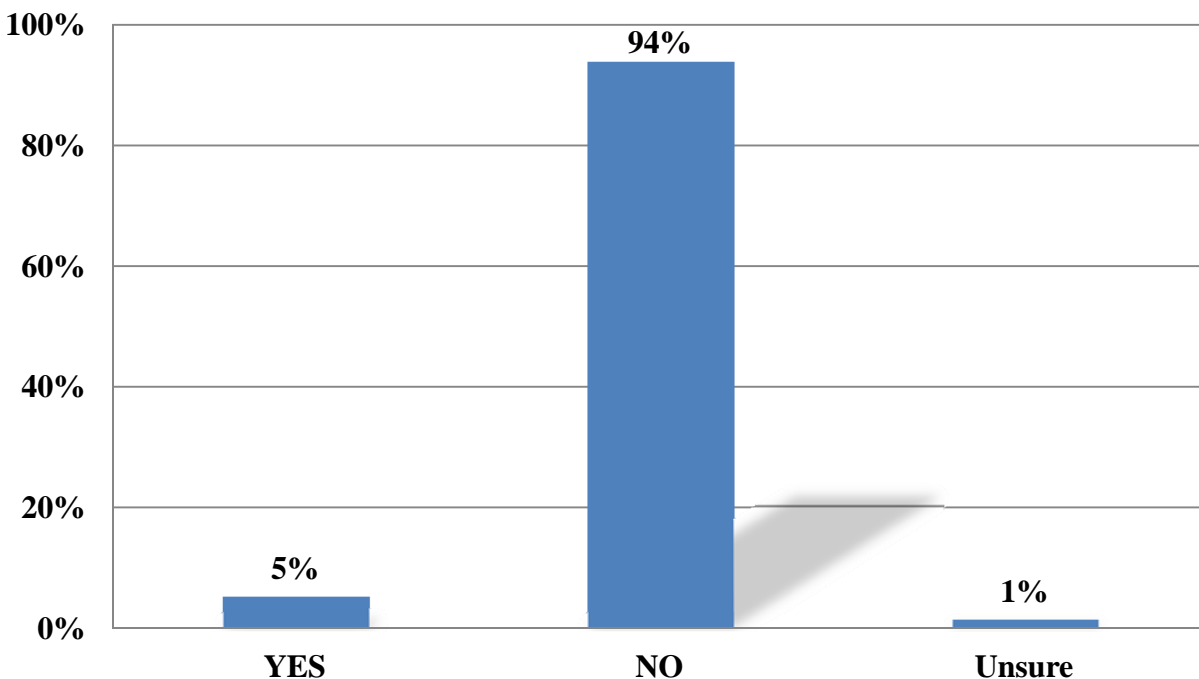
**Comments:**

Among those with dual coverage through Medicare and Medicaid, 9% indicate that during the prior 12 months, there were times that they skipped doses or took smaller amounts of their prescription medications to make them last longer.

- 20% of those aged 50-64 have skipped doses or took smaller amounts of their prescription medications to make them last longer.

**5% of customers with dual coverage through Medicare and Medicaid indicate there were times they delayed getting care because they could not find a doctor or other health care provider that would accept their insurance.**

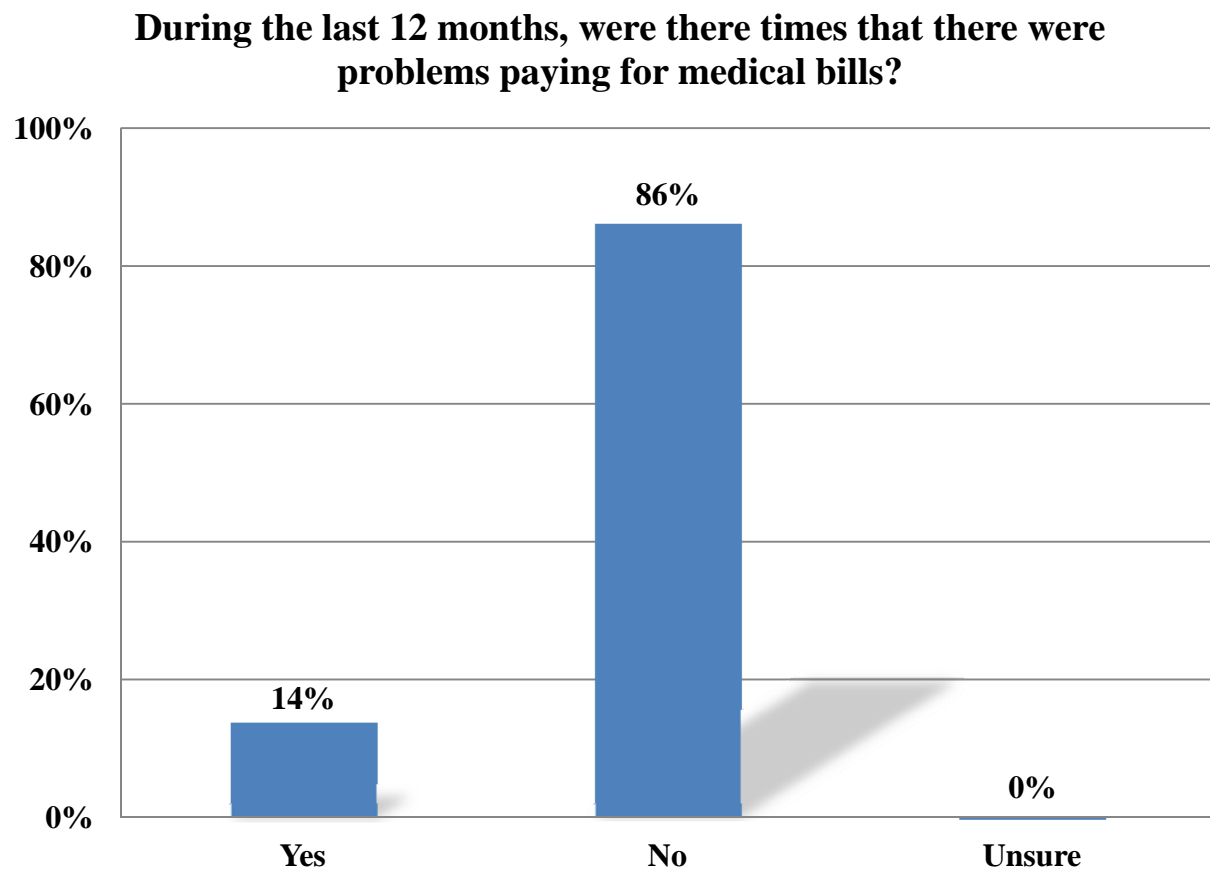
**Have you ever delayed or not gotten care because you could not find or did not know a doctor or other health care provider who would accept your health insurance or was accepting patients with your type of health insurance?**



**Comments:**

Among those with dual coverage through Medicare and Medicaid, 5% indicate there were times they delayed getting care or did not get care because they could not find a doctor or other health care provider that would accept their insurance.

**14% of customers with dual coverage through Medicare and Medicaid indicate there were times during the prior 12 months that they had problems paying for medical bills.**



**Comments:**

Among those with dual coverage through Medicare and Medicaid, 14% indicate there were times during the prior 12 months that they had problems paying for medical bills.

- 22% of those under age 50 had problems paying for medical bills.

**If customers had more flexibility in using Medicaid and Medicare funding, customers would want better coverage for dental and vision services, coverage for hearing aids, dentures, and eyeglasses, and coverage for home modifications.**

**If you had more flexibility in using Medicaid and Medicare funding, how might you use these funds? Are there other services or supports that you currently CANNOT get that you need or want?**

Category	%
Dental, vision coverage	7%
Hearing aids, Dentures, Eyeglasses	7%
Home modifications	5%
Cover medications, medical testing, large medical bills	4%
Other medical care coverage	4%
Transportation	3%
Assistance affording wheelchair, ramp, chairlift	3%
More flexible services	2%
Choice of affordable physician	1%
Physical therapy care and products	1%
Insurance complication, lack of coverage to address	1%
Assistance affording food	1%
Some other reason	5%
Nothing, none	58%
Unsure	8%
Total	100%

#### **Comments:**

Customers with dual coverage through Medicare and Medicaid were asked if they had greater flexibility in using their Medicare and Medicaid, if there were other services or support they would want. Thirty-six percent of these customers offered suggestions. Seven percent of those with dual coverage through Medicare and Medicaid would want better dental and vision coverage and 7% would like better coverage for hearing aids, dentures, or eyeglasses. Other comments include improving coverage for home modifications (5%), better coverage of medications and testing in cases of large medical bills (4%), other medical care coverage in general (4%), transportation (3%), and assistance with wheelchair ramps or lifts (3%), among others.